

**Unit HOD, Human Resources**

Reporting To:	General Manager & Corporate HR Partner
Functional:	Human Resources & Training
Scope:	Unit
Grade:	As per Unit Grades
Supervises:	Unit Human Resources, Training & Development & Loss Prevention Team

Main internal contacts	General Manager
	Unit HODs
	Various Teams in Corporate Head Quarter
Main external contacts	Vendors
	Consultants
	Contractors
	Govt. Official
	Local bodies

**Main objective / Context**

The main purpose of the job is to develop a congenial employer-employee relationship aimed at ensuring that employees contribute effectively to the organisation and facilitate employee development and growth. To allow employees to fully understand the key tasks and responsibilities within their job. kMake work flow more even, more predictable and more measurable. To assist the management in all activities relating to recruitment, selection, training, performance appraisals, promotions, transfers and maintenance of discipline. Assist and advise the management in the overall control of the payroll as budgeted by top management and the maintenance of personnel records.

**Main responsibilities & duties**

■ **Recruitment & Selection**

- ▶ To initiate employee recruitment (as per requisitions of different departments) which includes using sourcing pools through release of advertisements, campus hiring etc. screening of applications, scheduling interviews etc.
- ▶ Ensure timelines as per FOPs for issue of offer, appointment and confirmations letters.

- Frame/ review employee conduct and discipline rules pertaining to the particular unit in consultation with the general manager.
- **Upkeep of Personnel Records and ensure compliance on the following**
  - ▣ Hotel's prescribed application form for appointment duly filled in
  - ▣ Appointment letter
  - ▣ Periodical performance appraisal
  - ▣ All memos/ letters issued to staff regarding his/ her job performance, warning or appreciation letters, increment letters etc.
  - ▣ Job description
- **Reporting –Monthly, Quarterly and Annual Reports to CHQ**
  - ▣ HRMIS
  - ▣ THAC
  - ▣ Attendance of FPHL employees
  - ▣ In addition to the above mentioned reports- any other assignment given by the Corporate HR Partner or CHQ Team.
- Coordinating annual increment exercise. This includes consolidating appraisal comments / summarizing rating & development needs / preparation of summary sheets for merit approvals / processing annual increment letters.
- **Employee Benefits Formulation & Implementation**
  - ▣ Administration of insurances plans of the employees.
  - ▣ To suggest welfare and incentive schemes to increase productivity and enhance staff motivation
  - ▣ Leave Management
  - ▣ Conduct Monthly Engagement Activities
  - ▣ To ensure the proper issue of identity cards , uniforms, lockers etc. for new employees
- **Grievance Handling**
  - ▣ Participates in the conduct of investigations for employee complaints, staff grievances or concerns analyse repeated grievances and suggest corrective measures.
  - ▣ Advises managers and supervisors about the steps in the progressive discipline system of the company and assists in mentoring and counselling wherever necessary.
- **Statutory Compliances**
  - ▣ To ensure that all statutory obligations relating to the personnel function are met and maintained, effective liaison with the government labour authorities and other government authorities established under the labour laws : PF, ESIC, Gratuity, Maternity , POSH etc
- **Attrition Analysis**
  - ▣ To conduct exit interviews and prepare data on feedback received.
  - ▣ Identify major reasons for attrition and maintain reports for MTD & YTD analysis targeted to be closed at 20% YTD.
- Conducting audits of payroll challans, benefits, and other HR programs, and recommending corrective actions

In addition to the above mentioned duties and job functions any other assignment given by the immediate superior or the management will have to be carried out.

**Technical skills**

Business Skills	<p>Strong organization and time management skills</p> <p>Excellent eye for detail and ability to work independently in tight deadlines</p> <p>Innovative self-starter who is highly creative with excellent interpersonal skills</p> <p>Ability to develop strong and influential relationships at all levels of the Unit.</p> <p>Ability to work collaboratively and build relationships with employees across levels in the Unit.</p>
Computer Skills	Advanced PC skills including Word, Excel, PowerPoint and Outlook.
Communication Skills	Demonstrated effectiveness in written and verbal communication, local language of state of posting
Business Travel	As and when required. Approximately 10% of the time.

**Education/Experience**

Education	Master's/Bachelor's degree in Human Resources, Social Work, Labour Relations or Business.
Experience	<p>Proficiency in Microsoft Office applications and Human Resources Information Systems/ PMS system.</p> <p>Has worked in same portfolio for approx. 1-2 Yrs in past.</p> <p>Experience with creating a culture of engagement, collaboration and teamwork.</p> <p>Capable of compiling and analysing all the data related to HR &amp; Learning Services.</p>

**FPHL Leadership competencies**

<p><b>STRATEGIC MINDSET</b></p>	<ul style="list-style-type: none"> <li>• Demonstrates foresight</li> <li>• Demonstrates conceptual ability</li> <li>• Displays ability to sense emerging changes.</li> <li>• Spots trends and patterns and identified key issues from a mass of data/information.</li> <li>• Grasps information quickly; picks up nuances, subtleties.</li> <li>• Understand hoe his/her role impacts others in the function.</li> <li>• Displays a logical thought process in day to day operations.</li> <li>• Information from diverse sources to make effective ground level decisions.</li> <li>• Recognises implications of decisions and alternatives.</li> </ul>
<p><b>CUSTOMER FOCUS</b></p>	<ul style="list-style-type: none"> <li>• Can see things through the “eyes of the customers.”</li> <li>• Is aware of internal and external customer needs.</li> <li>• Has a fair understanding of the business.</li> <li>• Looks at work issues from the customers’ point of view.</li> <li>• Is always pre-occupied with delivering the value preposition of the business.</li> <li>• Displays an understanding of the existing infrastructure, processes and tools used to deliver quality products and services.</li> <li>• Is able to discern the various elements of the company’s competitive vis a vis competition</li> </ul>
<p><b>MAKING THINGS HAPPEN</b></p>	<ul style="list-style-type: none"> <li>• Energetic, competitive, persuasive and results oriented.</li> <li>• Has knowledge of internal and external resources.</li> <li>• Come up with fresh ideas.</li> <li>• Demonstrates a high degree of preparedness.</li> <li>• Displays a good planning, organizing, prioritizing and monitoring skills.</li> <li>• Displays cost consciousness and an overriding desire to get best value for money spent.</li> <li>• Takes regular feedback and guidance to successfully achieve planned outcomes.</li> <li>• Exhibits initiative in taking on higher responsibilities and works beyond his area.</li> <li>• Contributes meaningfully to discussions involving his/her area.</li> <li>• Uses mistakes as learning opportunities. Is open to feedback.</li> <li>• Enhance knowledge /skills base on an ongoing basis.</li> <li>• Execute all relevant compliances and documentation within prescribed schedules.</li> </ul>

**LEADING CHANGE**

- Enthusiastic about changes
- Is imaginative
- Thinks out of the box
- Can quickly comprehend the need for the change.
- Open minded when presented with the new perspectives.
- Is comfortable with and gets used to new situations easily.
- Is able to identify and remain focused to achieve desired results even in unstructured situations.
- Asks questions. Challenges and suggests alternatives and more effective ways executing tasks.
- Listens attentively. Shares appropriate information.
- Relates to people at all levels.

**PEOPLE LEADERSHIP**

- Participative, open minded and receptive
- Understands the needs/interests and attitudes of others.
- Is perceptive of non-verbal behaviour.
- Is confident but not arrogant.
- Involves in the resolution of problems.
- Brings energy and direction to activities.
- Shares experiences and information with team members.
- Demonstrates commitment to the team and supports team decisions

**STAKEHOLDER MANAGEMENT**

- Understands the expectations and desires of various partners (property Owners and Owning Boards) and translates them effectively into business goals.
- Displays thorough understanding of business goals and alignment with these.
- Nurtures strong business partner relationships with key vendors/suppliers at a strategic level.
- Maintains a valuable network of contacts across business areas to drive and support initiative.
- Maintains a healthy and on-going professional relationship with OB representative and ensures open communication.
- Is able to safeguard company interest while managing Owners tactfully.