

Department	:	People & Culture
Position	:	People & Culture Manager
Reports to	:	Director of People & Culture, Sub Saharan Africa

Briefing Document & Job Description

Immediate Supervisor

Director People & Culture Sub Saharan Africa & Hotel General Manager (Solid reporting line)

Position scope

The People & Culture Manager will oversee the day to day operation of the People & Culture Department. This position is also responsible for assisting the Director of People & Culture Sub Saharan Africa with the design and implementation of the Hotel's People & Culture strategy to position the Hotel as an employer of choice in the Namibian market.

General Duties and Responsibilities

- Support the General Manager and the Director of People & Culture Sub Saharan Africa in achieving the Hotel's operating goals by maximizing employee productivity and well being
- Proactively handle People & Culture Administration
- Proactively handles People & Culture guidelines, policies and procedures while complying with Namibian Labour Law, union agreements and the Hotel's and brand's guidelines
- Continuously seeks to endeavor and improve knowledge of own job function as well as other People & Culture employees the People & Culture Manager directly oversees
- Attends meetings and training as required by the Director of People & Culture Sub Saharan Africa and/or General Manager
- Show interest and involvement with environmental and/or social issues and engages in responsible business
- Ensures that the ACCOR standards of personal hygiene, dress, uniform appearance body language and conduct is maintained by all employees
- Directs employees with personal problems to the appropriate support
- Supports the Director of People & Culture Sub Saharan Africa in directing Hotel People & Culture projects and initiatives
- Creates a positive working environment for all employees
- Meets and exceeds the expectations of employees by the effective use of motivation techniques and leadership skills to optimize employee productivity and satisfaction
- Stays up to date with People & Culture developments (company related and legislated)
- Assist Leaders with the development of action plans to address issues and concerns identified in the annual Employee Opinion Surveys
- Ensure that the Hotel is compliant with all T&C standards as per the Company requirements
- Foster a winning solution-oriented environment of communication, trust, mutual respect and fun that is focused on engaging employees with the goal of providing the best possible service to our guests
- Actively participate in strategic planning and the ongoing development of the hotel including revenue forecasting
- Lead and support all departments in the achievement of their operational goals through effective People & Culture practices
- Lives the Accor and ACCOR vision, mission and values

Health and Safety

- Ensure a strong health and safety culture, directing and overseeing workplace safety programs to regulation compliance, employee awareness and an accident free workplace guided by Namibian Labour Law
- Plays a role in the Health and Safety Committee

Labour Relations

- Advise and assist with the interpretation and consistent application of HR policies and procedures as well as the applicable Labour Relations legislation in Namibia
- Directs and coordinates all employee and Labour Relations activities within the hotel to ensure compliance with law and to control costs
- Directs and coordinates responses to union, grievances and employee complaints
- Ensures that employees are disciplined based on proper grounds, and that proper documentation is maintained
- Negotiates, implements and interprets union contracts (if applicable)
- Prepares for all disputes referred to the CCMA and Represents the Company throughout all CCMA related procedures
- Ensures compliance with ACCOR People & Culture guidelines, policies and procedures, as well as labour legislation, rules and regulations
- Evaluates employee performance regularly
- Ensures disciplinary action is taken as required utilizing consistency, fairness and respect
- Keeps Leaders and General Manager up to date with labour laws and practices
- Drives the performance review process ensuring that these are carried out by Leaders in a well-planned, professional and non-discriminatory way
- Determines and communicates standards of performance to colleagues
- Oversees the Hotel's Affirmative Action Committee
- Prepares the Hotels Affirmative Action Report for Ministry of Labour of Namibia

People Acquisition and People Management

- Analyze the hotel manpower and make recommendations on selection and development activities to meet manpower need
- Develops and implements recruiting and screening systems and procedures to attract qualified candidates for vacancies
- Assists Leaders in recruiting activities
- Together with Leaders identify employees for development, makes recommendations and monitors progress
- Develops employees to maximize their potential and prepares them for future promotional opportunities (Mentoring Programme)

Administration

- Oversee the day to day administration of the People & Culture Office, focusing on maximizing the capabilities of the team
- Handles requests around transfers of colleagues
- Maintains complete and accurate records
- Works in accordance with a departmental budget and business plan
- Prepares and submits periodic reports to Leaders and/or the General Manager
- Hosts monthly Coffee Dates with all new employees to assess the success of their onboarding

- Consistent Monitoring of the Time and Attendance system. Acting as the person responsible for any communication between the Time and Attendance Company and the Employer.
- Oversees the auditing of Employee Files (New Starters, Terminations and Annual Audit)
- Prepares NTA Report and other reports surrounding NTA

Remuneration and Benefits

- Directs and coordinates the salaries, wages and other benefits to ensure employee satisfaction and compliance with law and cost control
- Informs employees regarding new or changing information regarding remuneration or benefits
- Analyses remuneration and benefits information and makes recommendations where necessary
- Ensures the correct reporting of employee turnover, sick leave, days owing, vacation accrual, Sunday time, night shift allowances, overtime pay (if and were applicable) and all other payroll related factors or those influencing the payroll
- Prepares information for both international and local salary benchmarking survey

Business Support

- Works with Leased Labour Brokers and Heads of Department to ensure adequate staffing levels are being maintained
- Works with Leased Labour Brokers and Heads of Department to ensure all Lease Labour Colleagues are trained and have the necessary skills to perform their job's functions
- Coordinates the Leased Labour Requisition process between Leased Labour Management, Heads of Department and the Finance Department
- Prepares the Annual Payroll Budget and People & Culture Expenses Budget