

JOB DESCRIPTION –HUMAN RESOURCE – HEAD

Job Title: Human Resource Head
Department: Human Resources
Reporting To: Chief operating Officer
Location: Bangalore



Position Purpose

The HR Head will be responsible for leading and managing the Human Resources function across multiple resort locations. The role involves developing HR strategies, ensuring statutory compliance, driving talent acquisition, employee engagement, performance management, learning & development, and maintaining high HR standards across all properties. The HR Head will work closely with Resort Managers and Department Heads to build a high-performance culture while supporting business growth.

Key Responsibilities

Strategic HR

- Develop and implement HR strategies aligned with the organization's business objectives.
- Standardize HR policies and procedures across all resort locations.
- Build a positive organizational culture and enhance employee experience.
- Support expansion projects, pre-opening activities, and workforce planning.

Recruitment & Talent Acquisition

- Oversee end-to-end recruitment for all resorts.
- Ensure timely hiring of leadership, managerial, and operational staff.
- Develop talent pipelines through institutes, consultants, referrals, and social media.
- Monitor manpower budgets and optimize recruitment costs.

Employee Relations

- Foster a healthy and productive work environment.
- Address employee grievances and disciplinary matters.
- Guide Resort HR teams on conflict resolution and labor-related issues.
- Promote employee engagement initiatives and retention strategies.

Performance Management

- Implement and monitor performance appraisal systems.
- Support succession planning and leadership development.
- Drive employee productivity through measurable KPIs.

Training & Development

- Identify training needs across all resorts.
- Develop annual learning and development calendars.
- Ensure induction programs and mandatory compliance training are conducted.
- Build future leaders through career development initiatives.

Payroll & Compensation

- Supervise payroll processes across all locations.
- Ensure timely salary processing and statutory deductions.
- Review compensation structures and employee benefits.

Statutory Compliance

- Ensure compliance with all applicable labour laws.
- Monitor EPF, ESIC, Gratuity, Bonus, Professional Tax, CLRA, Shops & Establishments Act, POSH, Minimum Wages, and other statutory requirements.
- Coordinate audits and statutory inspections.

HR Operations

- Maintain HRMIS and employee records.
- Monitor attendance, leave, and workforce analytics.
- Ensure HR documentation is accurate and up to date.
- Prepare HR reports and MIS for senior management.

Budget & Cost Control

- Prepare and manage annual HR budgets.
- Monitor manpower costs and productivity.
- Optimize HR operational expenses.

Multi-Location Management

- Provide guidance and support to HR teams across all resorts.
- Conduct periodic HR audits and property visits.
- Ensure consistent implementation of HR policies across locations.
- Travel frequently to resort properties as required.

Key Skills

- Strong leadership and people management.
- Excellent communication and interpersonal skills.
- Strategic thinking and business acumen.
- Strong knowledge of Indian labour laws and statutory compliance.
- Recruitment and employer branding.
- Employee engagement and culture building.
- HR analytics and reporting.
- Conflict resolution and negotiation.
- Budgeting and workforce planning.
- Proficiency in HRMS, Microsoft Excel, and HR reporting tools.

Qualification

- MBA / PGDM in Human Resources or equivalent.
- Additional certifications in Labour Laws or HR Analytics are preferred.

Experience

- 12–15 years of progressive HR experience in the hospitality industry.
- Minimum 5 years in a senior HR leadership role.
- Experience handling multiple hotels/resorts is mandatory.
- Pre-opening resort experience will be an added advantage.

Key Performance Indicators (KPIs)

- Recruitment Turnaround Time (TAT)
- Employee Attrition Rate
- Employee Engagement Score
- Statutory Compliance Score
- Training Hours per Employee
- Payroll Accuracy
- HR Audit Compliance
- Employee Satisfaction Index
- Manpower Budget Adherence
- Time-to-Fill Critical Positions

Working Conditions

- Based in Bengaluru with regular travel to multiple resort locations.
- Flexibility to work during weekends or holidays when operationally required.

Authority

- Lead and supervise all HR teams across resort locations.
- Recommend HR policies, manpower planning, and organizational changes.
- Participate in strategic business decisions related to workforce management.

Employee Signature**HR Signature**