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<u>Title:</u>	Director of Human Resources
职位:	人力资源总监
<u>Department:</u>	Human Resources
部门:	人力资源部
<u>Hierarchy:</u>	General Manager
汇报人:	总经理
<u>Subordinates:</u>	All Human Resources Employees
下属员工	人力资源部所有员工
<u>Category:</u>	Ex 2
级别:	行政职委会2级

Scope / 职能范围 :

- To ensure effective implementation of all Human Resources Systems, Policies & Procedures following local legislation, whilst maintaining Hotel's Standards in Human Resources Management. 确保整个人力资源系统，政策程序在当地劳动法的框架内有效实施以及酒店人力资源管理标准得到良好维持。
- To establish an effective recruitment procedure to obtain the best talents in the market place at competitive, but responsible remuneration packages. 建立有效的招聘程序，以便在人才市场中通过有竞争力的薪酬方案招聘最优人才。
- To implement an effective and efficient day to day training, communication, administration and reporting , to and between the hotel's departments and individuals, resulting in a highly motivated, flexible and multi skilled workforce. 通过在部门及员工间实施高效且有效的日常培训，沟通，行政管理及报告体系，培养出积极上向且多才多技的员工。
- To providing the hotel's management with tools for future manpower, resource and payroll planning and control. 为酒店管理需要的人力资源以及薪酬计划及控制提供有效的工具。

Responsibilities and Obligations / 责任及义务:

- To co-ordinate an effective and efficient Payroll / Management / Resource allocation through establishing a flexible work force throughout the Division, based on the principles of Multi Skilling and Multi Tasking. 在一人多岗位的原则下（多技能多任务），灵活控制员工数量，，协作完成高效且有效的薪酬/管理/人力资源配置。
- To establish a competitive salary scale according to the current industrial / market situation and for years to come, ensuring a balanced payroll throughout the organization. 跟据现有以及来年行业/市场行情，建立具有竞争力的薪酬框架，以保证酒店组织机构有一个均衡的薪资。
- To continuously question the ideal mix of Full Time, Part Time, Contract and Outsourced employees in each Department and review possible actions with the Executive Committee. 对全日制员工，临时工，合同工，外包员工使用比例保持改进态度，并且与行政委员会成员共同讨论可行的办法。

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- To coordinate the hotel's perpetual 5 year zero based Manpower and Payroll Planning, focusing on the improvement of productivity levels at all times.
协调酒店5年零基础人力及薪酬计划，始终注重酒店生产力的提升。
- To establish and maintain an objective Appraisal system, whereby Promotions, annual Increments, Bonuses and Incentives are directly related to performance.
建立并维持一个客观的评估系统，使绩效与升职，年度提薪，奖金及奖励与其直接挂钩。
- To prepare the Annual Human Resources Business Plan and establish SMART (Specific, Measurable, Achievable, Realistic and Timely) Objectives which identify areas of operation where productivity requires enhancement.
准备人力资源部年度营运计划，建立SMART（明确生，可衡量性，可达成性，相关性，时限性）指标，该指标明确运作过程中需强化生产力的区域。
- To ensure that the Department's Operational Budget is strictly adhered to and that all costs are strictly controlled.
确保严格遵守部门运作预算并严格控制成本。
- ensure that each section of the Human Resources Division is managed efficiently, maximizing utilization of Technology
确保人力资源部各部门高效运作，并确保各项技术使用最大化。
- To ensure that all Personnel Administration Practices are complete and in-keeping with legal practices, Policies & Procedures and the philosophy of the Hotel.
确保酒店人事行政在法律法规，酒店政策章程框架内有效且完整实施。
- To implement a flexible employee base, with the right mix of Full Time and Part Time employees.
To allocate employees over the Division based on established business levels for that day.
建立灵活的正式员工及临时工配置，并且根据各部门业务需要合理分派员工。
- To support staff needs in other Divisions based on the hotel priorities and anticipated business levels.
在酒店需求以及运营需求被优先满足时，满足员工的合理需要。
- To be demanding and critical when it comes to departmental standards.
在部门标准问题上始终保持向上且严谨的态度。
- To ensure the smooth and efficient running of the Human Resources Department, ensuring that all the Policies & Procedures outlined in the Operations Manual are strictly adhered to.
确保人力资源部顺畅有效的运行，确保运营手册中阐明的政策程序被严格的遵守。
- To ensure that all departments and employees adhere to all Company / Hotel Personnel / Training Policies & Procedures and the contents of the Employee Handbook.
确保酒店各部门以及员工严格遵守酒店/人力资源部/培训政策程序以及员工手册中的规章制度。
- To maintain complete and supported Human Resources records of the hotel as per Hotel Policies & Procedures.
根据酒店政策程序支持并保持完整的人力资源记录。
- To review the Policies periodically and recommend necessary adjustments to the General Manager, according to current industrial trends and requirements of the Labor Department.
定期审核酒店政策，并根据当前的行业走势以及劳动部门要求，向总经理建议必要的政策调整修订。
- To be hands on and observe, review and improve Personnel and Training practices and procedures throughout the hotel departments.
观察，审视并提高酒店各部门人事以及培训活动及程序。

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- To ensure that all Employee In-House Rules & Regulations are established, communicated, enforced and reviewed annually.
确保酒店内部规章制度的建立，沟通，执行并进行年度审核。
- To represent the Human Resources Division on the hotel's Executive Committee.
代表人力资源部参与行政例会。
- To maintain a systematic recruitment and selection process, maintaining a database of internal and external candidates for Hotel employment, whereby the primary focus is to provide development opportunities and promotions from within the company, with external recruitment as back up.
维持系统的招聘以及筛选程序，为酒店招聘建立内部及外部候选人人才库，并将内部发展，提拔作为酒店招聘重心，将外部招聘作为补充。
- To establish an effective external recruitment procedure to obtain the best talents in the market place at competitive, but responsible remuneration packages.
建立有效的外部招聘程序，以便在人才市场中通过有竞争力的薪酬方案招聘最优秀的员工。
- To process all recruitment procedures and administration for successful candidates.
为所有面试成功的候选人，处理所有招聘程序及管理。
- To keep a complete record of potential candidates for future reference.
将潜在候选人纳入人才储备。
- To personally interview all Department Heads B and up, Confidential Secretaries and Sales & Marketing candidates.
亲自面试所有B类及以上部门负责人，机要秘书以及市场营销部候选人。
- To ensure that employee facilities are maintained to Hotel's standards of operation.
确保根据酒店运营标准维护员工设施。
- To ensure that a strong Employee Communication program is implemented both on a Hotel level as well as Departmental levels, that maximizes employee's awareness of Hotel's Objectives, Philosophy and Operating Concepts.
确保在部门内部以及酒店内部实施强有力员工沟通方案，让员工最大化的了解酒店的目标，宗旨以及运营理念。
- To oversee and administrate the Hotel's Employee Welfare program.
监管酒店员工的福利体系。
- To administrate and supervise the Hotel employee recognition programs as outlined in the Policies & Procedures.
根据政策程序阐述，监督管理酒店员工认可机制。
- To coach, lead, stimulate and motivate the Employee Committee and its various sections (Employee Welfare, Sports and Recreation, Social, Safety and Hygiene, etc), ensuring that this body contributes to the organization.
指导，带领，敦促，激励酒店员工委员会，以及委员会的各个部分（员工福利，运动健康，社交，安全卫生等），确保员工为酒店做出应有的贡献。
- To implement an effective Manpower Development System, which maximizes potential and satisfies our present and future manpower needs.
建立有效的人力发展体系，最大化潜在员工，以满足现今或将来的人力需求。
- To ensure that an effective Departmental Training System is in place and with the Training Manager, stimulate, motivate and lead the Departmental Trainer's activities.
确保建立有效的部门培训体系，并与培训经理一起敦促，激励并带领部门培训员完成相应的培训课程。

- To assist the Training Manager with the training of Senior Management Personnel and specialized training.
协助培训经理，完成针对中高层管理人员的培训课程及专业培训。
- To ensure that all Personnel and Training staff are well versed with the Personnel and Training functions.
确保所有的人力资源部及培训部员工通晓人事及培训各个版块职能。
- To ensure the production of modern and progressive training programs and materials that reinforce Hotel's approach Development and Training.
确保新式的、革新的培训方案及材料的开发能够补充强化酒店发展及培训路径。
- To ensure that trainees are provided with professional counsel and learning opportunities, which best facilitate the learning process.
为实习生提供专业的指导及学习机会，促进其快速成长。
- To ensure that all external communication in the form of Recruitment Ads, External Hotel and Human Resources Activities and Internal Communications through Employee Notice Boards, collateral etc. portray a professional image in line with the Hotel's and corporate Graphic Standards.
确保如招聘广告、外部酒店活动，外部人力资源活动等形式的外部沟通及通过员工公示栏、印刷品等所做的内部沟通均根据酒店及总部形象设计标准描述了专业形象。
- To research and propose competitive compensation / benefits / incentive package. To ensure that employee compensation, benefits and incentives are attractive to employees when compared to those offered by our competitors.
调研并建议最具竞争力的薪酬/福利/奖励机制，确保与其它竞争者相比，我们提供的薪酬、福利及奖励对员工更具吸引力。
- To establish a professional network of Human Resources and Training Specialists from competitive hotels and other Industries.
与其它酒店及其它行业的人力资源及培训专家建立专业的交际网络。
- To ensure that the Hotel projects “preferred employers” image within the local community and is seen as being the industry leader by both the community as well as Government Organizations such as the Labor Department etc.
确保酒店能够被当地社区及政府组织（如劳动部门）视为行业先锋，并成大家印象中的“最佳雇主”企业。
- To ensure that all Departmental Operations and Training Manuals are prepared and updated annually.
确保按年度准备及更新部门运营及培训手册。
- To ensure that Hotel and Departmental Organization charts and Benefit Grid are up to date and supported by detailed policies that accurately reflect current compensation and benefit packages by Job Title for all employees.
确保酒店组织架构图及福利标准是最新的，并有详细的政策作为支撑。政策中应根据员工职位明确反应其目前所享有的福利待遇。
- To assist General Manager in the compilation of all the departments' written Policies & Procedures into the hotel's own in-house policy manuals.
协助总经理将已成文的各部门的政策程序纳入酒店方针手册中。
- To have a complete and permanently updated understanding of Local Labor Law, Statutory and Company Insurances, Hygiene and Safety Laws etc.
随时了解掌握当地劳动法律法规以及公司的保险，卫生以及安全相关法律。
- To conduct weekly Human Resources Meeting.

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组织人力资源部周会。

- To ensure that all meetings are well planned, efficient and results oriented.
确保所有会议有序计划，实施以及有效果。
- To submit monthly reporting package on a timely basis to the General Manager.
按时向总经理递交月度工作报告

Security, Safety and Health / 保障, 安全及健康:

- Maintains high confidentiality in regards to guest privacy.
关于客人隐私，要保持高机密性。
- Reports any suspicious behaviour of guests and staff to the General Manager and Security.
如遇客人或员工有任何可疑行为，及时向总经理及安保部门反映。
- Notifies housekeeper regarding lost and found objects.
遇到任何遗失物品，及时告知客房部。
- Ensures that all potential and real hazards are reported appropriately immediately.
适时及时的报告任何潜在或真实的危险。
- Fully understands the hotel's fire, emergency, and bomb procedures.
熟知酒店火灾，紧急情况以及爆炸疏散预案。
- Follows emergency procedures to provide for the security and safety of guests and employees.
遵守所有紧急疏散预案，以保证客人及员工安全。
- Works in a safe manner that does not harm or injure self or others.
以文明安全的方式工作，避免伤及自身及它人。
- Anticipates possible and probable hazards and conditions and notifies the Manager.
预见可能的危险或情况，并及时告知管理人员。
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.
保持最佳个人卫生，着装，仪容仪表，肢体语言及行为。

Competencies / 能力要求:

- Good command of English
良好的英文
- Five (5) years' experience in human resource in a 5 star hotel.
至少五年5星级酒店人力资源相关工作经验
- Proficient in MS Office – Excel, Word, Outlook
熟练使用微软办公软件-Excel, Word, Outlook

Interrelations / 相互联系:

- Liaises with all departments to ensure smooth operation and develops effective relationships with guests, business partners, local community, local authorities and intermediaries in order to create optimal business opportunities and community relations for the hotel.
与酒店所有部门建立联络，以保证酒店有序顺畅的运作，并保证与客户，商务合作伙伴，当地社区，当局以及媒体发展良好的人际关系，以创造良好商业契机并为酒店建立良好的社会关系。

Executive Duties / 行政职责:

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- To assume the functions and responsibilities of Duty Manager in accordance with the Hotel's Duty Manager's Roster.

根据酒店值班经理轮值表，承担值班经理职能及职责。

Work Conditions / 工作条件:

- Regular hours with extra times occasionally.
正常工作时间，偶尔伴有加班

Date : _____
日期

Reviewed By : _____
审核人

Approved By : _____
审批人

I _____ understand and agree to the above Job Description and that as a policy of XYZ Hotels & Resorts, it is the responsibility of all Employees, to be both willing to teach, in order to help colleagues reach their full potential and willing and accepting to learn, in order to progress and improve personal abilities, resulting in maximum guest satisfaction.

本人_____已了解并认可以上岗位职责，并知晓此岗位职责将作为海拉尔百府悦酒店的政策方针。乐于教授及乐于并接受学习是所有员工的职责。教授将帮助我们的同事发挥他们自身最大的潜能；乐于并接受学习将发展并提升个人技能。两者的最终目标是谋求最大的客人满意度

Employee Signature
员工签字

Date
日期