



JOB DESCRIPTION

TITLE:	Director of Human Resources
DEPARTMENT:	Administration
LOCATION:	Shenzhen World Exhibition & Convention Center, Shenzhen, China
REPORTING TO:	General Manager/President
DIRECT REPORTS:	HR Assistants, Payroll Manager, Scheduling Manager, ICT

PURPOSE:

The Director of HR has ultimate responsibility for all people related activity within an organisation from both an operational and strategic perspective. The role will encompass responsibility for; resource planning and recruitment; training; employee relations and engagement.

KEY ACCOUNTABILITIES:

- Provide inspired and effective leadership across the venue
- Develops and implements people strategy to support the delivery of the business plan in collaboration with the General Manager/President
- Maintains effective and timely engagement with the senior leadership team
- Develops and implement an annual agenda for HR strategy in line with the business plan; ensure HR plans support the needs of the business but are also flexible enough to cope with changes in the organisation, as and when they occur
- Provide information and reports on management information such as staff turnover, references, cost per hire, training hours per person, etc.
- Conduct training needs analysis and designs and implement a training plan with input from business heads
- Manage costs to budget
- Ensure all staff receive performance reviews in accordance with company policy and monitors probationary periods
- Co-ordinate recruitment throughout the company through proactive engagement with line managers
- Build relationships with recruiters, draft briefs, set up interviews where necessary. Interview senior hires when necessary
- Ensure all Job Descriptions are kept up to date, create new JDs as and when necessary
- Deal with any performance or grievance issues in a legally compliant and professional way
- Monitor sickness absence.
- Ensure all policies and procedures are up to date and legally compliant.
- Provide day to day advice to line managers on all human resource issues: management of staff, remuneration, etc.

- Review all staff salaries and make recommendations for pay rises in consultation with leadership team. Implement any increases and promotions
- Coordinates and maintain a succession plan for all departments
- Ensure payroll is completed accurately and to deadline
- Conduct occupational health referrals and providing pastoral support and advice to employees

SUPERVISORY RESPONSIBILITIES

Provides overall direction, coordination and evaluation of Shenzhen World Human Resources department. Carries out the full spectrum of supervisory responsibilities in accordance with SMG/SMG China's policies and applicable laws.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND WORK EXPERIENCE

- Broad experience across retail, hospitality and leisure sectors highly sought
- Bachelor degree in business / public administration or relevant field with at least 5 years' industry experience in a senior HR role, preferably in a convention center
- Experience in local employment law

KNOWLEDGE, SKILLS AND ABILITIES

- Astute and financially literate with strong HR focus
- Effective communicator with excellent relationship management skills across all stakeholders
- Decisive and strategically adept with exacting service standards
- Ability to work with and maintain highly confidential information
- Ability to perform effectively under significant pressure typically associated with meeting the demands and timetables of the business events industry
- Good command of English language, both oral and written, required
- Good command of Chinese Mandarin, both oral and written, preferred

COMPUTER KNOWLEDGE

IT literate including MS Office, HR and payroll applications

CERTIFICATIONS

Must obtain all licenses or permits as required by the country, province or city.

MENTAL DEMANDS

Ability to handle high levels of pressure and critical decision-making.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for long hours and may be required to work indoors and outdoors as required by the function. Must have the physical ability to manoeuvre around the venue at times, walking and/or standing up to 6-10

hours daily. This position may also be exposed to adverse conditions including inclement weather, noise, fumes, etc.

HOURS OF WORK AND TRAVEL REQUIREMENTS:

- Ability to work flexible hours, including nights, weekends and holidays, in addition to normal business hours
- Ability to travel for business related events and activities

NOTE: *The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.*