



Job Description

Chief Human Resources Officer (CHRO)

Document Control

Position Title: Chief Human Resources Officer (CHRO)

Department: Human Resources

Reports To: Chief Executive Officer (CEO)

Version: 1.0

Job Overview

The Chief Human Resources Officer (CHRO) provides strategic leadership and direction for all people and culture functions within Grand Royale Group. This role oversees workforce planning, recruitment, employee engagement, learning and development, and compliance with Fair Work and WHS standards. The CHRO ensures that every employee experience reflects the Group's commitment to service excellence, inclusivity, and professional growth across its hotels, restaurants, and event operations.

Key Responsibilities

Strategic HR Leadership & Workforce Planning

- Develop and implement the Group's people and culture strategy aligned with organisational objectives.
- Lead workforce planning to ensure the right talent mix across hospitality operations.
- Collaborate with the Executive Leadership Team to forecast staffing needs and support business growth.
- Drive initiatives that promote diversity, inclusion, and equal opportunity.

Recruitment, Onboarding & Retention

- Oversee end-to-end recruitment for hotel, F&B, and event departments.
- Ensure effective onboarding processes that embed company culture and service standards.
- Develop retention strategies focused on recognition, career progression, and engagement.
- Maintain strong relationships with industry networks and hospitality training providers.





GRAND ROYALE

GROUP

Learning, Development & Performance Management

- Lead learning and development initiatives, including leadership and customer service training.
- Oversee performance review systems to ensure fair and consistent evaluations.
- Promote continuous learning and internal career growth across departments.
- Support simulation-based training to enhance operational capabilities.

Compliance, WHS & Employee Relations

- Ensure compliance with Fair Work, WHS, and industrial relations legislation.
- Oversee grievance resolution, investigations, and employee relations matters.
- Maintain safe work environments in collaboration with WHS Officers.
- Regularly review HR policies and procedures to reflect legislative updates.

Culture & Engagement

- Champion a positive, inclusive, and service-driven workplace culture.
- Drive engagement surveys and develop action plans for improvement.
- Partner with department heads to build strong communication and collaboration practices.
- Lead initiatives that reinforce Grand Royale Group's values and brand identity.

Qualifications and Experience

- Bachelor's degree in Human Resources, Business, or related field (mandatory).
- Postgraduate qualification or certification in HRM, Industrial Relations, or Organisational Development desirable.
- Minimum 10 years' HR leadership experience in hospitality, tourism, or service industries.
- Proven record in workforce planning, learning and development, and employee engagement.
- Strong understanding of Australian workplace legislation and compliance frameworks.

Skills and Competencies

- Strategic HR leadership and workforce management.
- Deep understanding of Fair Work, WHS, and hospitality industry standards.
- Strong interpersonal, negotiation, and problem-solving skills.
- High emotional intelligence and team-building capability.
- Ability to balance operational needs with employee wellbeing.





GRAND ROYALE

GROUP



Working Conditions

This is a full-time executive position based at Grand Royale Group's head office in Gold Coast, Queensland. The role involves regular travel to hotel and restaurant sites to support staff engagement and compliance reviews. Occasional evening and weekend work may be required for team events, audits, or emergency staffing matters.

Key Performance Indicators (KPIs)

- Employee engagement and retention rates.
- Compliance with Fair Work and WHS legislation.
- Training completion and performance improvement outcomes.
- Achievement of strategic plan milestones.
- Reduction in turnover and recruitment lead times.
- Positive staff and stakeholder feedback.

Company Values and Culture

Grand Royale Group values professionalism, inclusivity, and excellence in service. The organisation fosters a respectful and collaborative workplace where every employee is empowered to succeed. Human Resources plays a central role in maintaining this culture, ensuring fair, safe, and inspiring work environments across all properties.

Career Path

The Chief Human Resources Officer is a key member of the Executive Leadership Team, offering progression opportunities into Chief Operating Officer or Board-level roles. This position also provides pathways into senior consultancy, organisational development, or global HR leadership within the hospitality and training sectors.

