



Job Description – HR Manager

Document Control

Position Title: HR Manager

Department: Human Resources

Reports To: Chief Human Resources Officer (CHRO)

Version: 1.0

Job Overview

The HR Manager is responsible for managing the day-to-day human resources functions across Grand Royale Group's hospitality operations. This role oversees recruitment, onboarding, employee relations, training and development, and workplace compliance. The HR Manager ensures that all HR practices align with Fair Work legislation, WHS requirements, and the organisation's culture of service excellence and inclusivity.

Key Responsibilities

Recruitment & Onboarding

- Lead recruitment and selection processes for hotel, restaurant, and event staff.
- Develop job descriptions and advertisements that reflect Grand Royale Group's brand and values.
- Manage onboarding, induction, and probation programs to ensure smooth staff integration.
- Maintain relationships with hospitality schools and recruitment agencies.

Employee Relations & Performance Management

- Provide HR advice and support to managers and employees on workplace matters.
- Oversee grievance resolution, disciplinary actions, and conflict management.
- Support managers in conducting performance reviews and development plans.
- Ensure consistent and fair application of company policies and procedures.





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Learning & Development

- Coordinate training programs focused on service standards, compliance, and leadership.
- Support implementation of career development frameworks for all levels of staff.
- Maintain training records and ensure compliance with legislative requirements.
- Promote a culture of continuous learning and professional growth.

Workplace Health, Safety & Compliance

- Ensure compliance with WHS legislation and internal safety policies.
- Support site audits, incident investigations, and risk assessments.
- Liaise with the Head of Legal and Compliance on regulatory updates.
- Conduct regular reviews of employment contracts and workplace documentation.

HR Systems, Reporting & Strategy

- Maintain HRIS systems and accurate employee records.
- Prepare HR reports, turnover analysis, and workforce planning data.
- Contribute to HR policy updates and strategic initiatives.
- Collaborate with senior management on employee engagement and retention strategies.

Qualifications and Experience

- Bachelor's degree in Human Resources, Business, or related discipline (mandatory).
- Minimum 5 years' HR experience, ideally within hospitality or service industries.
- Sound knowledge of Fair Work Act, WHS regulations, and industrial relations frameworks.
- Proven experience managing recruitment, employee relations, and compliance.
- Exposure to HRIS or payroll systems preferred.





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Skills and Competencies

- Strong interpersonal and communication skills.
- Excellent problem-solving and negotiation abilities.
- High attention to detail and organisational efficiency.
- Empathetic and ethical approach to people management.
- Ability to work collaboratively in a fast-paced, service-oriented environment.

Working Conditions

This is a full-time position based at Grand Royale Group's head office in Gold Coast, Queensland, with regular site visits to hotels, restaurants, and event venues. Flexibility in working hours may be required to support operational staffing needs or training sessions.

Key Performance Indicators (KPIs)

- Staff retention and engagement levels.
- Recruitment turnaround and onboarding efficiency.
- Compliance with WHS and Fair Work standards.
- Completion of training and development programs.
- Employee satisfaction and feedback outcomes.

Company Values and Culture

Grand Royale Group values integrity, respect, and collaboration. The organisation fosters a supportive, inclusive, and performance-driven workplace culture. The HR Manager plays a key role in maintaining these values by ensuring fair and transparent people practices across all hospitality operations.

Career Path

This position offers progression opportunities into senior HR leadership roles such as Head of Human Resources or Chief Human Resources Officer within Grand Royale Group or other luxury hospitality enterprises.

