



Job Description

Head of Human Resources

Document Control

Position Title: Head of Human Resources

Department: Human Resources

Reports To: Chief Human Resources Officer (CHRO)

Version: 1.0

Job Overview

The Head of Human Resources leads and manages all people and culture initiatives across Grand Royale Group's hospitality operations. This role ensures alignment between business strategy and workforce capability, overseeing recruitment, employee relations, learning and development, and performance management. The position plays a key role in shaping organisational culture and ensuring compliance with Australian workplace laws and Fair Work requirements.

Key Responsibilities

Strategic HR Leadership

- Develop and implement HR strategies aligned with business objectives.
- Provide expert advice to the executive team on workforce planning and organisational design.
- Ensure HR policies reflect current legislation, including Fair Work, WHS, and EEO standards.
- Drive initiatives that enhance employee engagement, retention, and workplace culture.

Recruitment & Onboarding

- Oversee end-to-end recruitment processes for all departments.
- Build relationships with educational institutions and recruitment partners.
- Ensure efficient onboarding and induction programs for new hires.
- Support diversity and inclusion initiatives across the organisation.





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Learning & Development

- Oversee the delivery of training, development, and career progression programs.
- Identify skill gaps and coordinate targeted learning solutions.
- Manage leadership development and succession planning.
- Ensure compliance with mandatory training and WHS requirements.

Performance Management & Employee Relations

- Lead the performance review process across all business units.
- Provide guidance on employee relations, grievances, and disciplinary actions.
- Promote open communication and conflict resolution in line with company values.
- Ensure compliance with Fair Work legislation and employment agreements.

Qualifications and Experience

- Bachelor's degree in Human Resource Management, Business, or a related discipline (postgraduate qualification preferred).
- Minimum 7–10 years' HR management experience, ideally within hospitality or service sectors.
- In-depth understanding of Australian workplace laws and HR best practices.
- Proven success in developing high-performing teams and workplace culture.
- Experience with HRIS and workforce management systems.

Skills and Competencies

- Strong leadership and communication abilities.
- Excellent interpersonal and negotiation skills.
- Strategic mindset with problem-solving capability.
- Confidentiality and ethical integrity.
- Ability to manage multiple priorities in a fast-paced environment.





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Working Conditions

This is a full-time leadership position based at Grand Royale Group's head office in Gold Coast, Queensland. The role may involve travel to hotels, restaurants, and regional offices to support HR operations.

Key Performance Indicators (KPIs)

- Employee satisfaction and retention metrics.
- Compliance with HR and legislative standards.
- Timeliness of recruitment and onboarding processes.
- Training completion and workforce development outcomes.
- Effectiveness of performance and engagement initiatives.

Company Values and Culture

Grand Royale Group values fairness, integrity, and collaboration. The organisation fosters an inclusive workplace culture where every team member feels valued, supported, and empowered to deliver hospitality excellence.

Career Path

This position offers opportunities for progression into senior executive roles such as Chief Human Resources Officer (CHRO) or Director of People and Culture within Grand Royale Group or the wider hospitality industry.

