

THE
FIFE ARMS

BRAEMAR

JOB DESCRIPTION

PA & HR CO-ORDINATOR

HIGHLANDS HOSPITALITY LTD
DURSLADE FARM, DROPPING LANE, BRUTON, SOMERSET BA10 0NL

THE
F I F E A R M S

BRAEMAR

Role Title – How I will be known PA & HR CO-ORDINATOR

Key Relationships – Who I will engage with

- I will report directly to General Manager
- I will report indirectly to CFO, COO and engage with HR Consultant.
- I will engage with Executive Leadership Team.
- I will engage with the Senior Management Team and Heads of Department.
- I will engage with recruitment consultants, advertising agencies and appropriate HR service providers.
- I will engage with the GM contacts including key members of the local community, external stakeholders, press and media, providers, suppliers, contractors, as well as local, authorities and legal and fiscal companies and agencies

Purpose– What I will achieve

I will play a key role in achieving the Company's goal to create the best hotel in Scotland by offering our guests unique and exceptional experiences. I will do this by exceeding our guest expectations in every aspect of their stay so that they leave us feeling enriched and engaged with our family, our community and hungry to participate in our ethos.

Outcomes – What success will look like for my role

1. The PA function provides an excellent guest and colleague experience.
2. The HR function provides an excellent candidate and colleague experience.
3. The General Support Team exceeds performance targets.
4. Our guest and colleague experience is consistently exceeding their expectations.
5. The financial targets for the Hotel and the Division are achieved.
6. The Fife Arms achieves national and international recognition.

Role Key Tasks - How I will achieve the outcomes

General

I will take responsibility for providing a personalised secretarial support and comprehensive HR administration and advisory service through: -

- Managing the diary, meetings, correspondence, presentations, travel and expenses of the General Manager,
- Co-ordinating GM activities and communications,
- Providing the day to day office support for the COO (when visiting Braemar) and the Senior Management Team.
- Managing the day to day HR administration and service requirements for the Senior Management Team,
- Supporting the Management and HoDs to recruit, attract, employ, retain and train individuals and team who are inspired by our story and capable of delivering a great guest experience,
- Ensure induction programme delivered to new starters,
- Oversee the staff training plan and co-ordinate compliance,
- Oversee effective running of staff restaurant, including liaising with Executive Chef in respect of menu calendar, and ensuring cleaning rotas in place,
- Providing generalist HR advice to Managers.

HIGHLANDS HOSPITALITY LTD
DURSLADE FARM, DROPPING LANE, BRUTON, SOMERSET BA10 0NL

THE

FIFE ARMS

BRAEMAR

- Supporting colleagues and provide confidential information and advice to promote positive employee relations.
- Contributing to development of HR Strategy and Organisational Development Plans.

Pre-Opening

- Establish an office management system, policies and procedures to support all secretarial activity.
- Support all GM requirements to ensure the successful opening of the hotel, particularly in respect of administration and office management activities.
- Liaise with and support Senior Management Team and Heads of Department as required.
- Establish an HR Management System to support all HR Administration requirements from recruitment to employment to termination.
- Support all management HR requirements to ensure the successful opening of the hotel, in respect of resourcing and training activities.
- Liaise with and support HR Consultant to deliver all resourcing and training activity.

Open for Business

- Organize all the GMs day to day secretarial requirements.
- Administer HR activity required in support of the Senior Management Team including recruitment and selection, issuing employment contracts, advising on HR Policies, and termination procedures.
- Provide confidential advice and information to colleagues to promote positive employee relations.
- Oversee the staff training plan and co-ordinate compliance,
- Oversee effective running of staff restaurant, including liaising with Executive Chef in respect of menu calendar, and ensuring cleaning rotas in place,
- Comply with the Environment, Health, Security, Safety and Fire & Bomb Policies.
- Act as a role model for the Hotel and be a professional representative of the Company.
- Take responsibility for the HR Budget supported by the GM and HR Consultant.

HIGHLANDS HOSPITALITY LTD

DURSLADE FARM, DROPPING LANE, BRUTON, SOMERSET BA10 0NL

THE
FIFE ARMS

BRAEMAR

SUMMARY OF SKILLS AND ATTRIBUTES - A TO Z - WHAT WE LOOK FOR IN YOU

General - Every Team Member

Communication & Interpersonal Skills
Contributing to the Community
Coping Under Pressure
Enthusiastic & Personable
Natural flare for hospitality
Organisation Skills
Positive Mental Attitude
Problem Solving
Team Player
Willingness to learn

Specific - To the Role

Accuracy
Administration
Assertive
Confidentiality
Employee Relations
Employment Law
Excellent Word Processing
HR General Administration and Co-ordination
HR Policy and Procedures
Local knowledge & Understanding of local culture
IT Skills
Office Management
Recruitment & Selection
Training Administration
Proficiency with MS Office / Mac

HIGHLANDS HOSPITALITY LTD
DURSLADE FARM, DROPPING LANE, BRUTON, SOMERSET BA10 0NL