

JOB TITLE/ Chức danh: DIRECTOR/SR. DIRECTOR, HUMAN RESOURCES	Division/ Khối:
This Position Reports to <i>Báo cáo cho:</i> <ul style="list-style-type: none"> • COO & CEO 	Positions Reporting to this Position <i>Nhận báo cáo từ: HR Team Members</i> <ul style="list-style-type: none"> •
Summary of Duties/ Tóm tắt nhiệm vụ <p>The Human Resources Director (HRD) is a strategic business partner responsible for the entire people lifecycle within the hospitality group. This role goes beyond administrative HR; it focuses on building a "Service First" culture, driving organizational design, and ensuring that the human capital strategy directly supports the luxury guest experience and the group's financial objectives.</p>	
General Scope/ Phạm vi trách nhiệm <ul style="list-style-type: none"> • Managing the full employee lifecycle—recruiting, training, compensation, and retention—to ensure high-quality service and high staff morale. • Ensuring legal compliance, manage payroll, and foster a positive, productive work environment. 	
Job Descriptions/ Mô tả công việc <ul style="list-style-type: none"> • 1. Strategic People Leadership <ul style="list-style-type: none"> • Develop and execute a comprehensive HR strategy that aligns with the hospitality group's expansion and service standards. • Act as a key advisor to the Board of Directors (BOD) on organizational structure, succession planning, and change management. • Working with management to develop retention strategies, manage compensation, and reduce turnover. • Drive the Employer Branding strategy to position the group as a "Top Employer" in the competitive hospitality market. • 2. Talent Acquisition & Excellence <ul style="list-style-type: none"> • Oversee high-volume and executive recruitment to ensure all properties are staffed with top-tier talent. • Implement rigorous selection criteria focused on Emotional Intelligence (EQ) and "Service Spirit." • Manage partnerships with hospitality schools and international internship programs. • 3. Learning, Development & Culture <ul style="list-style-type: none"> • Lead the creation of the Hospitality Excellence Academy (internal training) to standardize SOPs across all departments (FO, F&B, HK). • Foster a culture of diversity, equity, and inclusion (DEI) that reflects a global guest base. • Design guest-experience-centric incentive programs to reward high-performing staff. • 4. Compensation, Benefits & Compliance <ul style="list-style-type: none"> • Design competitive salary structures and "Total Rewards" packages specific to the hospitality industry. • Ensure 100% compliance with Vietnamese Labor Law and international labor standards (ILO). • Lead labor union negotiations and manage employee relations to maintain a strike-free environment. • 5. HR Technology & Analytics <ul style="list-style-type: none"> • Implement and optimize HRIS and Payroll systems to automate administrative tasks. • Utilize data analytics (turnover rates, labor cost per occupied room) to drive manpower efficiency. 	

<p>Essential Qualifications/ Trình độ chuyên môn</p> <ul style="list-style-type: none"> • Bachelor’s or Master’s Degree in HR Management, Hospitality Management, or Business Administration. • Minimum of 15 years in Human Resources, with at least 5 years in a Director or Head of HR role within a 4/5-star hotel group or hospitality management company. 	<p>Essential Attributes (Knowledge/skills requirements)/ Những yêu cầu cơ bản (Kiến thức/kỹ năng yêu cầu)</p> <ul style="list-style-type: none"> ➤ Knowledge: <ul style="list-style-type: none"> • Deep understanding of the hospitality labor market and specialized hotel operational roles. • Ability to lead a multi-property HR team and influence stakeholders at all levels. • Ability to link HR metrics to hotel GOP (Gross Operating Profit). ➤ Skills: <ul style="list-style-type: none"> • High level of sophistication in handling sensitive employee issues and conflict resolution. • Able to exercise creativity in taking on problems which have no precedent or clear options available. • Pro-active and interested in problem solving autonomously. • Capability to thrive in a fast-paced, 24/7 operational environment. • Strong leadership, communication, interpersonal skills, and a high degree of confidentiality. • Professional fluency in English and Vietnamese (essential for international reporting and local labor relations)
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Approval/ Phê duyệt

Accepted by/Chấp nhận

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Date/Ngày:

<p>BENEFIT/ Lương, thưởng, đãi ngộ:</p> <ul style="list-style-type: none"> Competitive salary based on experience and capability. 	<p>WORK PLACE/ Địa điểm làm việc:</p> <ul style="list-style-type: none"> Ho Tram, Ho Chi Minh City
<p>Level</p> <ul style="list-style-type: none"> Level: Director/Senior Director 	<p>Industry/ Ngành nghề:</p> <ul style="list-style-type: none"> Hospitality Management
<p>Team size</p>	<p>Language/ Ngôn ngữ:</p> <ul style="list-style-type: none"> Fluent in English and Vietnamese
<p>Ghi chú cho người giới thiệu:</p>	