



The Tobago Hospitality & Tourism Institute (THTI) is excited to announce opportunities for career advancement within our esteemed institution. We invite suitably qualified individuals to apply for the following positions:

MANAGER - HUMAN RESOURCES

JOB SUMMARY:

The Manager Human Resources is responsible for the strategic management of the organization's workforce. The incumbent leads efforts in planning, directing, and coordinating resources so that the organization is supplied with a skilled, competent and satisfied workforce to ensure the delivery of excellent service.

Accountable for the execution of people strategy formulation and implementation, work involves the attracting, developing, and retaining of the workforce, through a comprehensive recruitment and onboarding plan, talent and skills management, facilitates training and promotional opportunities, and provides performance management and development support.

Other support is also provided in the areas of coaching and development, team development, employee relations, rewards and recognition, and HR policy guidance. Additionally responsible for salary and benefits design and planning, and ensuring compliance with management and employment policies, labour laws, and government regulations.

DUTIES & RESPONSIBILITIES:

- Participates in strategic development, implementation planning and policy formulation.
- Develops and prepares an annual human resource Plan, strategies and budget consistent with the overall organizational strategic and business plan.
- Collaborates with executive and management staff to determine long and short term staffing needs, and ensures the smooth transition of staff from recruitment and selection to on boarding.
- Establishes succession plans and reward strategies and mechanisms that create and retain high-potential and high-performing individuals of the organization.
- Identifies organizational training needs in collaboration with executive and management staff and ensures that programmes and courses undertaken maximize the impact on employees.
- Develops and maintains a comprehensive remuneration and benefits plan for staff, inkeeping with the prevailing market.
- Develops, reviews, updates and maintains strategic Human Resource policies and standard operating procedures in liaison with the executive and management staff.
- Supports and spearheads the development, engagement, motivation and preservation of the organisation's human capital.
- Provides coaching and feedback to executive and management in the review of employee performance, in support of the management of key organisational

- performance indicators.
- Manages employee grievances and conflicts, investigates and provides resolution in accordance with sound industrial relations practices and procedures.
- Represents the organisation on industrial relations, negotiations and grievance matters.
- Monitors and manages the Employee Assistance Programme
- Facilitates employment separation, including exit strategies.
- Any other job-related duties assigned by his/her immediate Supervisor/Manager or duly authorised officer

COMPETENCIES:

- Strategic Management and Budgetary Planning
- HR Policy and Procedure Development
- HR Strategy, creation and execution: HR Planning, including career goals and capabilities and forecasting
- Knowledge of HR related legislation
- Recruitment and Selection: Interviewing, Competency Models, Application of Behavioral Trait Models, Psychometric Testing
- On boarding: Orientation and Induction - company values, introduction to staff, policies, benefits packages, specific job duties
- Event organizing and planning
- Conflict resolution and management, negotiations
- Command of HR related Technology: HRIS, integration of HR and payroll systems, use of online communication platforms, video conferencing software applications
- Relationship Management and Building Alliances
- Flexibility and ability to navigate any situation
- HR reporting skills: Being analytical and data-driven
- Commercial awareness: ability to understand how the business generates income
- Cultural awareness and sensitivity
- Customer focused acumen and orientation
- Employee advocacy
- Emotional intelligence (EQ) and Empathy
- Records, and tools for tracking employee performance or engagement
- Confidentiality

LEADERSHIP:

- Strategic Leadership
- Managing Resources
- People Leadership
- Business Acumen

QUALIFICATIONS & EXPERIENCE:

- Bachelor's Degree in Human Resource Management or Business Administration or

Management degree with relevant Human Resource Management certified courses

- Post Graduate qualifications/Master's Degree in the relevant field will be an asset
- Minimum of 7 years' experience in human resource management
- Proficiency in all areas related to the job

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