

JOB DESCRIPTION

F/TC/26 Rev00

Job Title:	Assistant Talent & Culture Manager & Government Relations Manager	Level: 4
Reporting to:	General Manager	Department: Talent & Culture
Responsible for:	Assistant Manager / 4 Public Relations Officer, Assistant Accommodation Manager, Talent & Culture Coordinator & Nurse/T&C Clerk, T&C/PR Admin, T&C Officer, T&C Executive Learning & Development Manager, L&D Officer	

OBJECTIVE:

Every Mercure team member is a Heartist. A Heartist represents Mercure’s brand and its values, at all times. The Mercure Heartist will establish relationships and foremost, the Mercure Heartist will deliver an exceptional guest experience and promote French excellence.

MAIN DUTIES:

Administration

- Establish action plans and schedules for meeting departmental priorities.
- Assign responsibilities, allocate resources and co-ordinate the activities of yourself and others to meet objectives effectively and efficiently.
- Responsible for ISO 9001 & ISO 14001 as and when the hotel registered for this project.
- Will assist the Quality Manager with the Green Globe and CSR projects.
- To ensure all required documentation is acquired and produced to administrate the recruitment needs of the hotel.
- Departure and arrival check list procedure
- To review, prepare, updating and check all documentation all related in Tecom office and related documents for renewal and all government & ministry work approvals in both English and Arabic.
- Responsible for Hotel Licensing update / before the expiry date

Financial and Revenue Responsibilities

- Prepares the Talent & Culture Division budget.
- Controls and analyses, monthly P&L statement evaluation, T&C Division costs to ensure performance against budget.
- Contributes to the preparation of the hotel’s Strategic Plan and Goals Programme.
- Avoid fines and maintain all transaction in timely manner.
- Reduce transaction costs of Heartist s.
- Will be responsible for a cash float allocated to your position.
- Doing individual sales in all communication places to enable marketing of the hotel products
- To ensure the transactions budget and costs is strictly controlled.

Training and Talent & Culture

- To attend trainings and meetings as and when required.
- Familiarizes and enforces the Mercure & AccorHotels Talent & Culture framework including systems of:
 - Interviewing and Recruitment
 - Induction and orientation
 - Training and Development
 - Performance Appraisal
 - Employee Administration
 - Transfer and promotion procedures
 - HR Policies and Procedures / U.A. Labour Law
- Familiarizes and enforces local Talent & Culture policies and procedures.

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- Liaises with individuals outside the hotel including, but not limited to, employee benefits representatives, attorneys, applicants, government officials, colleges and universities, competitors and other members of the local community
- Manages Human Resource Department, ensuring compliance with all Corporate, area and hotel policies and procedures; and current local and government regulations pertaining to employment practices
- Assists the General Manager, where appropriate, in the development and preparation of the Hotel's Strategic Plan, Marketing Plan and Goals Programme
- Ensures clear lines of communication exist to disseminate information affecting employer - employee relations, employee activities and hotel policies and programmes
- Prepares and submits periodic reports for management's use in accordance with Corporate and government requirements, such as turnover reports, personnel inventories, absenteeism reports, health and safety, accident reports etc.
- Maintains and updates files on employee records, legal documents and other Personnel matters, efficiently and confidentiality.
- Assists in maintaining and creating a positive atmosphere and effective communications at all levels of management and Heartist s within the hotel that allows for open two way communication that ensures morale and productivity reach the highest possible levels.
- Develops and implements recruiting and screening systems and procedures in order to attract qualified candidates for position vacancies
- Ensures all new employees attend the hotel's Induction/Orientation Programme in accordance with Mercure guidelines.
- Monitors the administration of the Performance Appraisal Programme and acts in an advisory capacity to hotel department heads on the process
- Participates in the Mercure & AccorHotels Management Development process by recommending candidates as appropriate.
- Regularly analyses hotel manpower requirements and recommends selection and development activities to meet those requirements.
- Contributes to the development and implementation of improved methods of work and better utilisation of Heartist s in all areas.
- Counsels hotel personnel as needed in areas such as career planning, training and development, employee\personal relations and legal issues related to personnel.
- Ensures applicable laws, regulations, Mercure & AccorHotels policies and procedures are followed in relation to Grievance and Disciplinary procedures. Consults with department heads on appropriate actions and recommends to management final action to be taken
- Implements and monitors an effective employee relations and welfare programme in the hotel.
- Deals with all problems relating to individuals in an understanding, caring and confidential manner.
- Ensures all staff are aware of company benefits and make these available.
- Reviews hotel benefits and compensation levels in comparison with service sector competitors and makes recommendations to ensure the hotel remains competitive within the local employment market as appropriate.
- Monitors present and future trends, practices and systems in the personnel field and makes recommendations as appropriate. Ensure wherever possible that Heartist s are provided with a work place free of discrimination, harassment and victimisation.
- Maintains hotel Disciplinary Procedures, conducts disciplinary meetings and completes the necessary documentation as necessary.
- Contributes towards regional activities as directed.
- Treat complaints of harassment and discrimination promptly and confidentially.
- Treat customers and Heartist s from all cultural groups with respect and sensitivity.
- Maintains good working relationships with government to ensure compliance of regulations, immigration and Owing Company representatives. To accomplish whatever the task requested.
- Acts as Hotel Representative relating to personal matters with all government agencies.
- Secures all visa permits and government administration as stipulated by Law.
- Is fully responsible for all visas issued to Heartist s within the hotels. This includes all paperwork, filing, cash flow and tracking for visas and medicals.

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- To ensure all dealings with government offices and representatives are dealt with and handles in the best interest of the hotel and within the legal requirements of the law.
- To maintain an up to date knowledge of the requirements of the government and various ministries to ensure our compliance to the laws and customs of UAE. Disseminates information that relates to local law and changes in law to advice hotel.
- To maintain and secure all passport and documentation for all hotel personnel.
- To submit all documentation in a timely manner for the recruitment or of all hotel personnel.
- Will also assist in the entertainment license security approval for F&B with the amount payable to handed to government relations supervisor in order to pay it at DTCM and situations involving the Dubai Police and CID.
- To assist with the renewal of the post box on a yearly basis.
- Ensures that the visas of terminated or resigned employees are cancelled and responsible for ensuring their exit or their legal stay in the country.
- To study and evaluate the operational procedures of the department and hotel.
- To supervise the Heartist s within the department ensuring the correct standards and procedures are maintained.
- To be up to date with all changes in the UAE labour law
- To comply with local legislation as required.
- To attend training and meetings as and when required.
- To ensure that the Heartist s read Heartist Handbook and have an understanding of and adhere to the hotel's rules and regulations and in particular, the policies and procedures relating to Fire, Hygiene, Health and Safety.
- To be flexible and extend job duties to carry out any other reasonable duties and responsibilities within the job capability.

Guest Service Responsibilities

- Build and maintain positive relationships with all customers and guests in order to exceed their needs
- Take action to address these needs in order to exceed their expectations
- Create a positive hotel image in every interaction with internal and external customers
- Champion hotel brand standards
- Ensure your direct reports have current guest focused standards and procedures which are used effectively for training purposes

Miscellaneous

- To report for duty punctually wearing the correct uniform and name tag.
- To maintain a high standard of personal appearance and hygiene and adhere to the hotel and department appearance standards.
- To provide friendly, courteous and professional service at all times.
- To maintain good working relationships with your colleagues and all other departments.
- To be aware of the hotel's Heartist Handbook and have an understanding of and adhere to the hotel's rules and regulations and in particular, the policies and procedures relating to Fire, Hygiene, Health and Safety.
- To comply with UAE legislation as required.
- To respond to any changes in the department as dictated by the needs of the hotel.
- To be flexible and extend job duties to carry out any other reasonable duties and responsibilities within the job capability as assigned, including redeployment to alternative departments/areas if required, to meet business demands and guest service needs.
- All Heartist s are required to comply with every reasonable request from their hierarchical supervisor(s) within an amount of time that it takes to comply under normal circumstances.
- All Heartist s may be assigned to other duties in the hotel as and when required by business levels.

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GENERAL DUTIES:

Health and Safety

- Ensure that all potential and real Hazards are reported immediately and rectified
- Be fully conversant with all departmental Fire, Emergency and Bomb procedures
- Ensure that all emergency procedures are rehearsed, implemented and enforced to provide for the security and safety of guests and employees
- Ensure the safety of the persons and the property of all within the premises by fairly applying Hotel Regulations by strict adherence to existing laws, statutes etc.
- Ensure all staff within the department work in a manner which is safe and unlikely to give risk of harm or injury to selves or others
- Use safe manual handling techniques and practise safe work habits following Accor Health, Safety and Environment policies, maintain procedures to minimise our impact on the environment and prevent pollution.

Confidentiality

- Ensure confidentiality and secure storage of all intellectual property and data bases, both hard copy and electronic. Adhere to Accor Internet and Email policy
- Ensure Hotel, Customer and Staff information or transactions are kept confidential during or after employment with the company.

To be fully conversant with:

- Hotel fire procedures
- Hotel security procedures
- Hotel Health and Safety policy and procedures
- Hotel Facilities and attractions
- Hotel standards of operation and departmental procedures
- Mercure Keys of Luxury and Appearance guidelines
- Mercure vision and its corresponding strategies
- Methods of accepted payment of the company
- Short and long term company marketing promotions

NOTE:

This document reflects the job content at time of writing and will be subject to periodic change in the light of changing operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

"Heartist" Name:

Head of Department Name:

Date:

"Heartist" Signature:

Date:

Head of Department Signature:
