

## Schedule 2 – Job Description



### 1. Role:

Position: Recruitment & Engagement Officer

Job Description No.

Department: People & Culture (P&C)

Reporting to: Group Manager, People & Culture

#### Summary:

The Recruitment & Engagement Officer is responsible for ensuring seamless end-to-end recruitment and onboarding processes across Raffe Hotels & Resorts. The role plays a critical part in attracting top talent, enhancing employee experience, and actively driving engagement initiatives that support a positive workplace culture aligned with the company's values.

Working closely with the broader People & Culture team and resort management, you will help deliver HR services and programs that foster a thriving, inclusive workplace.

### 2. Responsibilities:

#### Principle Responsibilities:

##### Recruitment & Talent Acquisition

- Manage full-cycle recruitment: job postings, screening, interviewing, selection, and offer management.
- Partner with department heads to understand workforce needs and develop effective recruitment strategies.
- Coordinate interview schedules and support panel interviews.
- Ensure timely communication with candidates to deliver a positive candidate experience.
- Maintain recruitment databases and prepare recruitment reports.
- Develop and maintain relationships with recruitment agencies, hospitality schools, and community networks.

##### Onboarding & Induction

- Coordinate and facilitate onboarding processes for new hires across all properties.
- Prepare employment contracts and ensure compliance with labour regulations.
- Conduct orientation sessions and induction programs.
- Ensure all pre-employment documentation and compliance requirements are completed.
- Monitor probation periods and follow up with managers on performance reviews.

##### Employee Engagement & Culture

- Actively support employee engagement initiatives, events, and recognition programs.
- Assist in planning and executing staff activities, wellness programs, and team-building initiatives.
- Support internal communication initiatives that enhance transparency and morale.
- Participate in employee surveys and assist in analyzing engagement feedback.
- Promote company values and a culture of teamwork, respect, and service excellence.

##### HR Administration & Reporting

- Maintain accurate employee records and HR documentation.
- Prepare HR metrics and monthly recruitment reports.
- Assist with policy implementation and compliance monitoring.
- Support HR projects and continuous improvement initiatives.

### Profit and Loss:

- **Maintain systems to monitor and control costs** associated with HR functions and activities effectively.
- **Monitor time and attendance procedures** and conduct monthly internal audits to ensure fair and consistent application of time off, overtime, and employment regulations.
- **Respond to employee payroll inquiries**, guiding team members to the appropriate contacts for support with overpayments, expenses, and benefit deductions, while promoting understanding and compliance with company policies and procedures.
- **Analyze and recommend adjustments to benefits, services, and offerings** to balance fiscal responsibility with market competitiveness.
- **Complete procurement documentation** for internal and external purchases, ensuring adherence to internal procedures and timely follow-up.
- **Oversee company assets under P&C Office responsibility**, ensuring proper care and promptly reporting any damage or issues.

### Compliance, Health and Safety:

- **Actively ensure overall compliance**, including health and safety, by monitoring adherence to company policies, legal requirements, and employment regulatory changes; maintain accurate documentation and support audits.
- **Maintain document control for HR policies and procedures**, ensuring timely communication of updates and changes to relevant business partners.
- **Contribute to organizational development (OD) programs** by aligning HR plans, projects, and deliverables with current and future business needs and the objectives of Raffe Group and the Resort.
- **Support the implementation of health and safety policies and procedures** to ensure a safe working and living environment for all Team members.
- **Assist in conducting regular workplace inspections, risk assessments and investigations into workplace incidents or accidents**, reporting findings and follow-up actions to relevant departments.
- **Maintain health and safety records for all Team members**, including incident reports, injury logs, and compliance documentation.
- **Collaborate with local authorities and internal teams** during health and safety audits and inspections.

## 3. Key Performance Indicators:

- Priority Area 1: Be Resilient and Adaptable
- Priority Area 2: Ensure Sustainability
- Priority Area 3: Build Brand Equity
- Priority Area 4: Enhance Guest Experience
- Priority Area 5: Develop and Value Our People
- Priority Area 6: Improve Operational Frameworks
- Priority Area 7: Ensure Compliance

## 4. Experience:

### Essential Criteria

- Proven work experience in an HR role within a mid to large resort or hotel (minimum 2 years).
- Strong organizational skills with a proactive, hands-on, and service-oriented attitude.
- Ability to manage time effectively with excellent attention to detail.

### Desirable Criteria

- Experience in Employee Relations, including investigating and documenting breaches and disciplinary matters.
- Experience facilitating workshops and events.
- Event design and delivery.
- Experience developing internal and external

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| <ul style="list-style-type: none"> <li>• Ability to work confidentially and objectively within a multinational team.</li> <li>• Ability to work flexible hours, including occasional weekends or holidays.</li> </ul> | <ul style="list-style-type: none"> <li>• communication mediums.</li> <li>• Prior experience in Training &amp; Development.</li> </ul> |
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**5. Qualifications:**

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| <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Minimum tertiary Diploma in HR Studies, Business Administration, or equivalent experience.</li> <li>• Working knowledge of Windows 365 (Outlook, MS Office), HRIS systems, and Google Workspace.</li> <li>• Demonstrated understanding of confidentiality and employee privacy.</li> <li>• Unwavering commitment to business ethics, demonstrating the highest levels of integrity.</li> <li>• Positive personality with strong organizational skills; flexible, creative, stress-resistant, resilient, and a proven team player.</li> </ul> | <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Basic graphic or design skills, particularly proficiency with Canva.</li> <li>• Knowledge of data protection principles.</li> <li>• Understanding of equal opportunities and diversity practices.</li> <li>• Formal training or certification in workshop facilitation.</li> </ul> |
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**6. Core Competencies:**

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| <i>Business awareness</i>          | <ul style="list-style-type: none"> <li>• Accountability – Be responsible, reliable and take ownership of your actions</li> <li>• Demonstrates understanding of context within which the Company operates</li> <li>• Adopts best practice standards, keeps abreast of industry standards</li> <li>• Innovative and creative ideas to manage a variety of business issues</li> <li>• Have a strong experience and understanding of Employment Regulations and additional regulations affecting properties, People and Culture functions</li> </ul>   |
| <i>Relationship Management</i>     | <ul style="list-style-type: none"> <li>• Teamwork – Be supportive, cooperative and inclusive</li> <li>• Build and maintain strong, professional internal and external relationships</li> <li>• Approachable and supportive, providing guidance where necessary regarding regulations, compliance, operational or documentation requirements</li> <li>• Drives several projects or requirements in tandem and manages expectations of business partners and Team members</li> <li>• Respect and promote inclusion and diversity</li> <li>• Approach assignments with integrity and honesty, and a respect for complete confidentiality</li> </ul> |
| <i>Communication</i>               | <ul style="list-style-type: none"> <li>• Respect – Be humble, take pride and value others</li> <li>• Communicates clearly and concisely, adapting style to the audience</li> <li>• Manages difficult situations with a professional attitude and objective approach</li> <li>• Is effective and tactful when influencing business colleagues and Team members</li> <li>• Demonstrates confidence when working with a range of senior stakeholders, and is able to challenge authoritatively and influence thinking at the highest levels</li> </ul>  |
| <i>Planning &amp; organisation</i> | <ul style="list-style-type: none"> <li>• Forecasts, plans, prioritizes and schedules own workload in coordination with others to deliver expected business results</li> <li>• Recognizes deadline dependencies and allocates resources and makes plans accordingly</li> <li>• Quick to highlight risks and propose solutions to manage/mitigate them</li> <li>• Able to manage time demands of development and implementation</li> </ul>   |

*Results & quality focus*

- Commitment – Be the best you can be
- Recommends changes to business processes and/or devises new ways of working where it could improve efficiency, effectiveness and productivity
- Integrity – Be honest, sincere and have strong moral principles with absolute confidentiality in all actions and dealings
- Demonstrates excellent attention to detail in all documentation and compliance requirements
- Ability to continuously focus on output versus effort

This Job Description sets out the main duties of the post at the date when it was drawn up. Duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence, and all Raffe Hotels & Resorts employees are expected to be flexible in undertaking the duties and responsibilities attached to their role, and may be asked to perform other duties, which reasonably correspond to the general character of their role and level of responsibility.

*I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.*

Name

Recruitment & Engagement Officer

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