

‘WE ARE WHAT WE REPEATEDLY DO.  
EXCELLENCE, THEREFORE, IS NOT  
AN ACT BUT A HABIT’.

- Aristotle

The Grand Hotel Excelsior Malta is a premier 5-star hotel nestled near the historic city of Valletta, renowned for delivering luxury, world-class service, and memorable experiences for discerning guests. As we continue to grow and enhance our exceptional service standards, we are looking for an experienced and dedicated HR Manager to lead and manage the HR function in its entirety.

## HR MANAGER

**Full-Time, Permanent**

### Position Overview:

The HR Manager will be responsible for overseeing all aspects of human resources management within the hotel. This includes talent acquisition, employee relations, training and development, performance management, and compliance with employment laws. The ideal candidate will be a strategic partner to hotel leadership, ensuring that HR practices support our vision of exceptional hospitality and our commitment to fostering a people-centric, positive work environment.

### Key Responsibilities:

- HR Strategy and Leadership
- Develop and implement HR strategies aligned with the hotel's business objectives and commitment to luxury service standards.
- Act as a trusted advisor to the General Manager and leadership team on all HR-related matters, providing insights and recommendations to support business goals.
- Talent Acquisition and Onboarding
- Lead the recruitment and selection process to attract high-caliber talent for all roles within the hotel, from guest-facing positions to management.
- Oversee the onboarding process, ensuring new hires are welcomed and integrated into the hotel's culture and service standards from day one.
- Employee Relations and Engagement
- Promote a positive, inclusive work environment by managing employee relations and fostering open communication across all levels.
- Address employee concerns promptly, ensuring fair resolution of issues in line with hotel policies and best practices.
- Training and Development
- Implement training programs that enhance employee skills, service quality, and career growth, contributing to the development of a highly competent, motivated workforce.
- Oversee the performance management system, supporting managers in setting goals, providing feedback, and conducting appraisals to promote employee success and retention.
- Compensation and Benefits
- Manage payroll, benefits administration, and employee records to ensure accuracy, compliance, and competitiveness in the hospitality industry.
- Regularly review compensation structures to maintain alignment with industry standards and internal equity.
- Compliance and HR Administration
- Ensure the hotel's HR practices comply with Maltese employment laws and regulations.
- Maintain accurate and confidential employee records, manage leave and attendance, and oversee disciplinary processes when necessary.

### Qualifications:

- Experience: A minimum of 5 years of experience in a senior HR role, ideally within the hospitality or luxury service industry.
- Education: A degree in Human Resources, Business Administration, or a related field. Professional HR certifications (e.g., CIPD, SHRM) are advantageous.
- Skills: Strong leadership, communication, and interpersonal skills, with a deep understanding of HR best practices and Maltese employment laws.
- Attributes: Proactive, solutions-focused, and committed to fostering an exceptional work culture. Must have a high level of integrity, confidentiality, and emotional intelligence.

### What We Offer:

- A collaborative and vibrant work environment in a luxury hotel setting.
- Opportunities for professional growth and development within a prestigious hospitality brand.
- Competitive salary and comprehensive benefits package.

If you are passionate about creating a people-first culture and contributing to a luxury hospitality experience, we would love to hear from you.

### How to Apply:

Please submit your CV and a cover letter detailing your relevant experience and why you are the ideal candidate for this role to [tamara.stojanovic@excelsior.com.mt](mailto:tamara.stojanovic@excelsior.com.mt) by 30th November 2024.



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