

# JOB DESCRIPTION

## Position:

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|-------------------------------------------|--------------------------------------------------------------------------------------|
| <b>Job Title</b>                          | Human Resources Manager                                                              |
| <b>Business / Property Type</b>           | Five-Star Hotel, Resort, Luxury Hospitality Group, or Hotel Owner/Operator           |
| <b>Reporting Line</b>                     | The Managing Director                                                                |
| <b>Operational Accountability</b>         | Managing Director and executive management team                                      |
| <b>Location</b>                           | Arusha                                                                               |
| <b>Employment Type</b>                    | Full-time appointment                                                                |
| <b>Date</b>                               | 6 August 2026                                                                        |
| <b>Deadline to send applications</b>      | 22 August 2026                                                                       |
| <b>Email to have the title:</b>           | Application for Human Resources Manager Position Arusha                              |
| <b>Applications should be emailed to:</b> | <a href="mailto:info@auditaxinternational.co.tz">info@auditaxinternational.co.tz</a> |

## 1. Position Summary

The Human Resources Manager is responsible for leading and managing all human resources functions of the Hotel. The role ensures that the Hotel attracts, develops, motivates and retains qualified employees capable of delivering five-star hospitality standards.

The position will oversee workforce planning, recruitment, employee relations, training, performance management, compensation and benefits, disciplinary processes, staff welfare and compliance with applicable Tanzanian employment laws and Hotel policies.

The successful candidate must have at least eight years of progressive human resources experience, including a minimum of five years in the hotel or hospitality industry.

## 2. Key Responsibilities

### A. Human Resources Strategy and Workforce Planning

1. Develop and implement the Hotel's human resources strategy in line with its business objectives and operational requirements.
2. Advise the General Manager and departmental heads on staffing, employee performance, succession planning and organisational development.
3. Prepare and manage the annual human resources budget, staffing plan and departmental manpower requirements.
4. Monitor staffing levels and ensure that each department has sufficient qualified personnel without unnecessary labour costs.
5. Prepare regular human resources reports for management, including reports on staffing, turnover, absenteeism, recruitment, training and disciplinary matters.

### B. Recruitment and Onboarding

1. Manage the recruitment and selection of qualified employees for all Hotel departments.
2. Work with departmental heads to prepare job descriptions, selection criteria and interview processes.
3. Ensure that recruitment is conducted fairly, professionally and in accordance with the Hotel's approved staffing structure and budget.
4. Conduct reference checks and ensure that employee records and employment documentation are complete.
5. Develop and oversee employee orientation and onboarding programmes.
6. Support the recruitment and administration of expatriate employees, where applicable, including coordination of work and residence permit requirements.

### C. Employee Relations

1. Promote a professional, respectful and service-oriented working environment.
2. Provide guidance to management and employees on workplace conduct, grievance handling and employee relations matters.
3. Receive, investigate and resolve employee complaints and grievances fairly and promptly.
4. Manage disciplinary matters in accordance with Tanzanian law, Hotel policies and principles of procedural fairness.
5. Maintain effective communication between management and employees.
6. Support employee engagement, recognition and staff welfare programmes.

#### D. Performance Management

1. Develop and administer the Hotel's employee performance management system.
2. Ensure that employees have clear job descriptions, performance objectives and service standards.
3. Coordinate probation reviews, annual appraisals, KPIs and performance improvement plans.
4. Advise departmental heads on managing poor performance and recognising high-performing employees.
5. Support succession planning and the identification of employees with leadership potential.

#### E. Training and Development

1. Conduct training needs assessments across all Hotel departments.
2. Prepare and implement an annual training and development programme.
3. Ensure that employees receive appropriate training on five-star service standards, customer care, grooming, health and safety, workplace conduct and Hotel procedures.
4. Coordinate management development, supervisory training and departmental skills training.
5. Monitor the effectiveness of training programmes and maintain accurate training records.
6. Develop partnerships with hospitality colleges, universities and recognised training institutions where appropriate.

#### F. Compensation, Benefits and Payroll Oversight

1. Support the development and administration of competitive salary structures, allowances and employee benefits.
2. Review payroll information and ensure that employee salaries, benefits, overtime, deductions and leave entitlements are accurately administered.
3. Coordinate with the Finance Department on payroll processing and statutory deductions.
4. Conduct periodic salary and benefits reviews against the hospitality market.
5. Ensure that promotions, salary adjustments and employee benefits are properly authorised and documented.

#### G. Legal and Regulatory Compliance

1. Ensure compliance with applicable Tanzanian labour and employment laws, regulations and statutory requirements.
2. Ensure that employment contracts, disciplinary procedures, termination processes and employee policies comply with applicable law.

3. Coordinate statutory employee registrations, contributions and reporting requirements, including those relating to social security, workers' compensation, workplace safety and other relevant authorities.
4. Liaise with labour officers, regulators, external legal advisers and other authorities when required.
5. Maintain accurate, confidential and up-to-date employee records.
6. Monitor changes in employment laws and advise management on necessary amendments to policies and procedures.

#### H. Policies and Procedures

1. Develop, review and implement the Hotel's human resources policies and employee handbook.
2. Ensure consistent application of Hotel policies across all departments.
3. Ensure that employees understand the Hotel's standards on attendance, grooming, conduct, confidentiality, anti-harassment and customer service.
4. Recommend improvements to policies and working practices based on operational needs and industry standards.

#### I. Health, Safety and Employee Welfare

1. Support the implementation of workplace health and safety requirements.
2. Coordinate employee medical, insurance and welfare programmes where applicable.
3. Promote a safe working environment and ensure that workplace incidents are properly recorded and addressed.
4. Support initiatives relating to employee meals, accommodation, transport, uniforms and other staff welfare arrangements.
5. Coordinate employee wellness and staff engagement activities.

#### J. Pre-Opening Responsibilities, Where Applicable

1. Develop the Hotel's organisational structure and initial staffing plan.
2. Coordinate large-scale recruitment and onboarding before the Hotel opens.
3. Prepare employment contracts, policies, procedures and employee records.
4. Establish the Hotel's human resources systems, payroll processes and performance management framework.
5. Coordinate pre-opening training and ensure that employees are prepared to deliver five-star service from the commencement of operations.

### 3. Minimum Qualifications and Experience

The successful candidate must have:

1. A bachelor's degree in Human Resources Management, Business Administration, Industrial Relations, or a related field.
2. A postgraduate qualification in Human Resources Management or Business Administration will be an added advantage.
3. At least eight years of progressive experience in human resources management.
4. At least five years of human resources experience within the hotel, resort or wider hospitality industry.
5. Previous experience in a four-star or five-star hotel is strongly preferred.
6. At least three years of experience in a managerial or senior supervisory human resources position.
7. Strong knowledge of Tanzanian labour and employment laws and statutory employment requirements.
8. Experience in recruitment, employee relations, disciplinary processes, performance management, training and payroll administration.
9. Experience managing a diverse workforce, including senior managers, operational employees and, where applicable, expatriate personnel.
10. Experience in a hotel pre-opening, major recruitment exercise or organisational restructuring will be an added advantage.

### 4. Required Skills and Competencies

The candidate must demonstrate:

1. Strong leadership and people-management skills.
2. Sound judgement, integrity and professionalism.
3. Strong knowledge of luxury hospitality service standards.
4. Excellent communication, negotiation and interpersonal skills.
5. Ability to handle confidential and sensitive employee matters.
6. Strong conflict-resolution and problem-solving skills.
7. Ability to work effectively with senior management and departmental heads.
8. Strong organisational, planning and reporting skills.
9. Ability to work under pressure in a fast-paced hotel environment.
10. Competence in human resources information systems, payroll systems and Microsoft Office applications.

11. Excellent written and spoken English.

12. Fluency in Kiswahili.

## 5. Key Performance Indicators

Performance may be assessed against:

1. Employee turnover and retention rates.
2. Time taken to fill vacant positions.
3. Completion of employee probation and performance reviews.
4. Employee attendance and absenteeism levels.
5. Completion and effectiveness of staff training programmes.
6. Compliance with employment laws and statutory obligations.
7. Timely and accurate payroll administration.
8. Resolution of employee grievances and disciplinary matters.
9. Employee engagement and satisfaction levels.
10. Labour costs compared with the approved budget.
11. Availability of qualified staff to meet Hotel operational requirements.
12. Achievement of five-star service and employee conduct standards.

## 6. Personal Attributes

The successful candidate should be:

- Ethical and trustworthy.
- Firm but fair.
- Approachable and discreet.
- Service-oriented.
- Proactive and commercially aware.
- Comfortable working in a multicultural environment.
- Committed to developing employees and maintaining high hospitality standards.

## 7. Working Conditions

The position is based at the Hotel in Arusha. Subject to the laws of Tanzania, the role may require flexibility to work outside normal office hours, including weekends and public holidays, depending on Hotel operations and employee-related matters. Female candidates are encouraged to apply.