Human Resources Manager

Location: Titanic Hotel, Liverpool

Job Type: Full-Time, Permanent

Join Our Team

Here at the award-winning Titanic Hotel Liverpool, we are seeking an exceptional experienced, people-focused Human Resources Manager to join our leadership team at our busy 4-star hotel. With 153 bedrooms and a team of up to 300 employees, this is a pivotal role for an HR professional who thrives in a fast-paced hospitality environment and is passionate about creating an exceptional employee experience.

This is not a transactional HR role. We are looking for a seasoned HR Manager who is highly skilled in Employee Relations, enjoys being visible and approachable across the business, and has a genuine passion for employee engagement, staff welfare, recognition, and creating a positive workplace culture.

The Role

Reporting directly to the General Manager, you will lead the hotel's HR function, providing strategic and operational support across all aspects of the employee lifecycle. You will work closely with departmental managers to ensure our people are engaged, supported, developed, and motivated to deliver outstanding guest experiences.

A significant focus of the role will be driving employee relations, wellbeing, and engagement initiatives while ensuring compliance with employment legislation and company policies.

Key Responsibilities

- Lead all Employee Relations matters, providing expert advice and guidance to managers.
- Manage disciplinary, grievance, absence management and capability processes.
- Champion employee wellbeing and develop initiatives that promote a positive workplace culture.
- Design and implement staff reward, recognition and engagement programmes.
- Lead employee communication initiatives and encourage open, two-way feedback.

- Support managers with recruitment, onboarding and retention strategies.
- Ensure HR policies and procedures are compliant with current employment legislation and best practice.
- Monitor employee engagement and turnover, identifying trends and implementing improvement plans.
- Carry out monthly payroll duties alongside the Finance department
- Coach and develop managers in effective people management.
- Oversee performance management and support learning and development initiatives.
- Maintain accurate HR records and produce HR reports and management information.
- Foster an inclusive, respectful and collaborative working environment.

About You

To be successful in this role, you will already be an accomplished HR Manager with substantial hospitality experience and a genuine passion for supporting people.

Essential Requirements

- Minimum **3 years' experience as a Human Resources Manager** within a busy hotel or hospitality environment.
- Proven experience managing HR within a large workforce, ideally up to **300 employees**.
- Extensive Employee Relations experience with confidence handling complex casework.
- Excellent working knowledge of employment law and HR best practice.
- Experience developing employee engagement, wellbeing and recognition initiatives.
- Strong coaching and influencing skills with managers at all levels.
- Exceptional communication and interpersonal skills.
- Highly organised with the ability to prioritise in a fast-paced operational environment.
- CIPD Level 5 qualification (minimum) or equivalent HR qualification.
- Proficient in Microsoft Office and HR information systems.

Desirable

- Experience within a 4-star or 5-star hotel.
- CIPD Level 7 qualification.
- Experience supporting culture change and employee engagement programmes.

What We Offer

- Competitive salary.
- Company pension.
- Private Health Care.
- Complimentary meals whilst on duty.
- Free Car Parking.
- Employee discounts across the hotel and Company.
- Staff recognition and reward programmes.
- Ongoing professional development and training.
- A supportive leadership team committed to investing in its people.
- The opportunity to make a genuine impact on the employee experience and workplace culture.

Why Join Us?

People are at the heart of everything we do. We believe that exceptional guest experiences begin with engaged, motivated and valued employees. This is an exciting opportunity for an experienced hospitality HR professional to shape our people strategy, strengthen our culture and lead initiatives that make our hotel an outstanding place to work.

If you are an experienced hospitality HR Manager who is passionate about employee relations, wellbeing and creating an engaged workforce, we would love to hear from you.

Apply today and help us continue to develop a workplace where our people can thrive!

Please apply to christine@titanichotelliverpool.com

Please only apply if you have the right to work in the UK.