

Lulutai Airlines Job Descriptions

JOB TITLE:	Employee Services Manager
JOB LOCATION:	Lulutai Airlines Limited HQ
POSITION & LEVEL:	
IMMEDIATE SUPERVISOR:	Chief Executive Officer
SALARY RANGE	

JOB PROFILE:

Employee Services Manager manages the selection, design and implementation of employment engagement program geared to attract and maintain employees.

They provide guidance, support and coordination in the consistent and effective application of all policies, procedures and practices of the Human Resources Department.

The main responsibility of the Employees Services Manager is to assist in every aspect of Human Resources by responding to any employee queries and manage administration tasks including updating and maintaining personnel files and relevant personnel spreadsheets. Coordinating and participating in the recruitment process, including advertising, selection inductions, appointment process and preparing letters of offers and contracts.

Objectives are:

Ensure that the needs of every customer are met, by providing exceptional customer service, information and assistance when required.

Reporting directly to the **CEO**

- Providing advice/support to the CEO for all matters pertaining to Employee Relations and Human Resources;
- The implementation of the approved policies and procedures of Lulutai Airlines Human Resources Manual;
- Ensuring a high standard of personal presentation, safety and quality customer service excellence is maintained at all times;
- Ensuring effective and efficient interaction with a range of internal stakeholders including customers and statutory authorities
- Administers programs focused on work – life .fitness . discounts . remote working education (outer islands), training and others to provide options that engage employees.
- Being an Employees Services Manager analyses and assess program utilisation, employee feedback, competitiveness and workforce productivity to ensure that a cost-effective mix of programs is offered.
- Extensive knowledge of the function and department processes.
- Maintains good communication and positive relationships with employees to promote employee satisfaction.
- Responsible for the preparation of internal employee communications regarding company performance, future direction, or corporate human resource policies
- ESM provided recommendation for resolutions
- Being an Employees Services Manager Guides department managers and employees throughout performance management and goal setting process.
- The Employee Services Manager manages subordinate staff in the day to day performance of their jobs. True first hand level managers, ensures that project/departement milestones/goals are met and adhering to approved budgets
- Source Insurance Cover for Employees
- Negotiate contracts for employees
- Have training background so that they can provide induction and other training programmes
- OHS compliant and will work closely with Quality Safety and Security Manager to achieve these goals
- Work closely with Commercial to ensure that workforce is compliant to our Branding Values / Personalities
- Work with Senior Managers on ensuring that the employees abide by the Company's core Mission Statement
- Conducting disciplinary inquiry for cases directed by the CEO and other senior management
- Conducting hearing on cases reported
- Ensuring meeting venue, date and time are arranged;
- Ensuring preparation of disciplinary inquiry letters and memos for staff concerned;

<ul style="list-style-type: none">Preparing disciplinary inquiry report for CEO review;Ensuring that disciplinary decision is communicated to staff concerned;Preparing and submit monthly employee disciplinary report to CEOEnsuring all Human Resources requirements of the Airline are met, processed, developed and completed in a timely and professional manner.Ensuring through training and leadership that all employees, all work environments, and the general presentation of Lulutai Airlines as an organization of staff, services and work environment (both ground and in-flight), is always highly professional, respectful, efficient and capable.		
Key Deliverables:		Key Performance Indicator (KPI)
In order to build a rewarding employee experience, you need to understand what matters to the people		
1. Ensuring the right recruitment process is followed for each department	<ul style="list-style-type: none">Accuracy of the analysisTimeliness of the analysisCompleteness of the analysis	
2. Appraisals to be captured and organized in a timely manner	<ul style="list-style-type: none">Accuracy of the analysisTimeliness of the analysisCompleteness of the report	
Customer Services Roles		
3. Contracts and Employees Welfare to be looked after in under the Corporate and Management Manual (CMM)	<ul style="list-style-type: none">Accuracy of the analysisTimeliness of the analysisCompleteness of the report	
JOB HOLDER PROFILE:		
Academic Qualifications	Necessary	Desirable
A. An advanced degree in HR, Labour Relations, Business Administration, and Aviation Management OR	X	
B. A first degree with papers completed in Human Resources, Labour Relations, Business Administration, or Aviation Management OR	X	
C. A first degree in any field plus an advanced diploma in HR, Labour Relations, Business Administration, or Aviation Management	X	
Work Experience		
A. Held a leadership role in a Human Resources Division or Unit of a large organization or company for a minimum of 7 years	X	
B. 5 years+ experience in Aviation Sector an advantage but not essential.		X
C. Previous experience in a Leadership Role		X
Skills & Personal Attributes		
A. Able to consolidate reports for Employee’s improvement and trainings	X	
B. Advanced analytical, numerical skills and reporting writing	X	
C. Exemplary sales skills and customer-oriented approach	X	
D. Excellent communication in English (oral and written)	X	
E. Excellent communication in Tongan (oral and written)		X
F. Ability to understand and articulate responses to Employees and not seem overbearing and insensitive		X

G. Ability to work on multiple tasks, prioritize work, handle heavy workloads, and meet tight deadlines		X
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Corporate Organisation Chart

