

TITLE OF POSITION: Human Resources and Business Support Manager

REPORTS TO: General Manager

PURPOSE OF THE ROLE

Sports Travel and Hospitality is a global leader in the creation of **premium spectator experiences** through unique and innovative travel and hospitality programs at sporting events.

Sports Travel & Hospitality UK is looking for a HR and Business Support professional.

This role has been developed to oversee the business support function as a pivotal “right hand” to the STH UK General Manager. This will be **a diverse and exciting role for a motivated candidate to play a central role** in ensuring the smooth running of the business for people and management perspective.

KEY RELATIONSHIPS

INTERNAL:

- STH UK GM
- STH UK - Executive Team and Heads of Department
- All STH UK Staff
- STH Group HR Business Partner

EXTERNAL:

- STH appointed external legal advisers
- STH IT providers
- STH appointed recruitment agents
- STH appointed Payroll providers
- STH suppliers relevant to office management

KEY RESPONSIBILITIES

The HR and Business Support Manager will be responsible for providing business support to the GM and Senior management team. This role will also be responsible for organising and coordinating all HR requirements and office operations and procedures in order ensure organisational effectiveness and efficiency.

HR Responsibilities

- Manage all employee administration, including contracts, offer letters, salary related notifications, employee variation letters, IT set up of new starters and organisational charts
- Manage employee processes, including inductions, training reviews, engagement surveys, development plans, onboarding, L&D and offboarding process
- Support the development of Internal Communications and Employee Engagement initiatives
- Support the creation, implementation, and the compliance of HR policies and procedures ensuring align with STH Group

- Advising Managers on recruitment strategies and manage the administration aspects of recruitment
- Support the GM in all matters relating to Employee Relations, including the ability to provide human resources advice to managers and employees when queries arise
- Provide accurate people information to STH Group HR for reporting when required
- Manage office health and safety
- Liaise with employment law advisors on employment law matters where necessary
- Support the undertaking of workplace investigations, disciplinary and termination procedures

Business Operations Responsibilities

- Provide business support to the GM and SMT when required
- First and primary point of contact for all guests and visitors, managing communications (phone, shared mailboxes) and meeting spaces as needed
- Perform administrative duties to ensure specific projects are delivered effectively
- Communication with staff and suppliers on office facilities matters
- Ad-hoc project work as required (business cards, uniforms, staff social events etc)
- Effective management of electronic document systems, ensuring order and confidentiality as needed
- Liaise with all IT / hardware suppliers (phones, computers etc) to ensure that day to day IT requirements are met
- Act as primary contact with Office landlord to manage Office related tasks and maintenance matters by liaising with the building manager to resolve any issues
- Drive the planning, coordination, and execution of staff events, to include monthly team meetings, quarterly events and staff gatherings

PERSONAL ATTRIBUTES

- Organised
- Approachable
- Passionate
- Motivated
- Assertive
- Articulate
- Presentable
- Confident

KEY COMPETENCIES/SKILLS

- Ability to retain high confidentiality and discretion
- Intermediate level of Microsoft Office suite (Word, Excel, Outlook, and Power Point) essential
- Excellent communication skills, both written and verbally
- Outstanding organisational and time management skills
- Self-motivated and the ability to work unsupervised
- Personable with strong communication and relationship building capabilities across all levels

- Ability to demonstrate resourcefulness in interdepartmental project work to see projects through from start to finish, managing and tracking multiple tasks simultaneously

EXPERIENCE

- A minimum of 2 years Business Support / Office management experience
- HR experience / education, with knowledge of employment legislation desirable but not essential