



Company:	Mothership HQ Limited
Job Title:	Human Resources & Training Manager
Location:	London
Salary:	£40,000 to £50,000 – dependent on experience
Full/Part time:	Full time
Length of employment:	Permanent
Start Date:	ASAP
Qualifications:	CIPD – Level 3

About the company and who we are looking for to join our team:

Mothership HQ Limited (“MHQ”) is the parent company of the Mothership Group which owns and operates the Queen of Hoxton, The Book Club, Hoxton Square Bar and Kitchen in London and Patterns in Brighton. The group has over 110 employees. We pride ourselves on running innovative events for our customers which number over 1000 per year. The business plans growth in the coming years. The company has a passionate Board, with a record of success in the hospitality and event sector. We are seeking a like-minded Human Resources & Training Manager to join the team at MHQ.

Responsibilities

HR:

- Work with the Board to shape the HR policy and meet the vision of the Group by implementing and monitoring key systems and processes
- Leading the implementation of HR policies and practices
- Advise, manage and attend all aspects of disciplinary procedures and grievance meetings ensuring all processes follow legal requirements.
- Manage leavers process including Exit Interviews and reporting on feedback to Directors
- Maintain all employee records, sickness, absence, holiday, maternity, paternity, review meetings, training etc.
- Maintaining employee benefits and welfare, assessing benefit needs and trends for retention purposes
- Provide the finance team with monthly payroll information
- Ensure information on the HR and payroll system is accurate and updated on a timely basis
- Keep management up to date with any changes in Employment Law; interpreting and advising where necessary
- Advising Directors on pay and other remuneration issues, including benchmarking against the market trend
- Devising, influencing and implementing a consistent internal communications policy
- Manage recruitment and selection process for all staff
- Manage talent and succession planning

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Training & Talent:

- Lead and drive the training and professional development programme for all staff, identifying all training needs.
- Run the company induction programme
- Implement performance management across the group to drive alignment and employee engagement, identifying training needs as required
- Manage customer service training programme to achieve optimum service quality across the group
- Oversee mystery shopping program ensuring relevance to business, appropriate performance metrics and arranging appropriate training where necessary

Ideal Candidate:

- Readiness to work hard where needed to meet deadlines
- Excellent communication skills to facilitate timely resolution of issues
- A willingness to learn and develop and challenge the status quo
- Knowledge of Employment Laws and regulations
- Experience in hospitality/events business
- Experience of running and administering employee training and development programmes

Benefits:

- 20 days holiday plus 8 days bank holiday per year
- Generous staff discount on food and drink in venues
- Generous company bonus
- Young, fun, vibrant office and company culture
- Opportunity to go on overseas trips to learn about products

Application:

For more information or to apply please email your CV and cover letter to Simran Nagra – simran@mothershipgroup.com