

## Position Description.

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<b>Job Title:</b>	Director People & Culture
<b>Reporting to:</b>	Sr Director of Operations
<b>Department:</b>	Operations
<b>Location (primary):</b>	Manila, Philippines

## Job Purpose.

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We're looking for our 1st People and Culture Director for our biggest site, Manila, Philippines. This is an integral and varied role within the business and must be able to lead the People department in growth, strategy, and direction. The individual will be expected to support the business on cultural practices and provide accountability, expertise and support in the areas of Attrition Management, Performance Management, Employee Relations, Benefits and Remuneration, Employee Engagement, Diversity and Inclusion, Policy and Procedure Development, Attrition and Retention and HR Compliance.

## Key Responsibilities.

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- Develop and implement people strategies in alignment to the business' overall strategic direction.
- Lead the Talent & Succession program across the business including cultivating of talent for future leader roles and facilitating individual development programs across the site.
- Analyse trends and metrics in partnership with the People group to develop solutions and policies.
- Develop and implement an Attrition Management Programme in alignment with the business Attrition targets.
- Provide guidance and input on organisational design, workforce planning, talent management and succession planning.
- Maintain ownership and accountability of all employee related documentation (policies, procedures, key performance indicators, dashboards), and all associated targets and commitments, to both company performance and people experience.
- Manage the employee life cycle from a people-centric perspective.
- Plan & coordinate compensation & benefits, from defining strategic needs to execution of monthly payroll.
- Create and implement employee benefits for short and long term incentivisation.
- Collaborate with talent acquisition and hiring managers on interviewing and advising on selection.
- Report on management information to the other site leadership members, as well as global leaders, to ensure the business is on track to delivery its strategy and business plan for people strategy and experience.
- Develop strategy for employee engagement, development & retention, as well as coaching.
- Conduct regular, pro-active meetings with employees, managers and leaders to proactively assess and develop solutions, and in time, anticipate People related needs.
- Manage and resolve complex employee relations issues. Conduct effective, thorough, and objective investigations when needed.

- Advocate and be a role model for diversity, inclusion and belonging within WebBeds Manila site.
- Coach and upskill direct reports to harness and develop their specialties and capabilities whilst ensuring consistent standards of service delivery across all People functions.
- Be a role model for WebBeds culture and values, promoting a fair, safe and inclusive environment and leading initiatives that engage and empower all Manila teams; develop a culture agenda for the site, own actions related to embedding it and be accountable for tangible progress and improvement year on year.

### **Additional responsibilities as a Senior:**

- Partner with all Operations teams to ensure that organization operates in the most efficient and effective manner, while promoting employee wellbeing and championing a culture of empathy and care.
- Establish great working relationships with key stakeholders to ensure optimal collaboration across the entire WebBeds organization.

## **Level of Financial Responsibility.**

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- Set annual budget (OPEX), incl. definition of benefits, compensation and oversight of employer costs
- Manage budget (OPEX)
- Handle monthly payroll responsibilities for Manila site

## **Level of Management Responsibility**

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- People Management & Experience
- Culture Champion

## **Key Measures**

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- Employee Satisfaction & Engagement
- Payroll Accuracy
- Talent Retention
- Employee Development, Succession Planning, Mobility

## Required Experience and Knowledge.

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- Proven and demonstrable experience in successful achievement of strategic and operational objectives for self, function and/or business.
- HR generalist experience across the full employee lifecycle with a strong understanding of employment law.
- Experience managing People professionals and is able to motivate others and influence work behaviours.
- Excellent written communication skills with the ability to tailor messaging to different audiences and all staff messaging as and when needed and is able to succinctly articulate key messages – in both spoken and written format.
- Operates at both strategic and operational level, has hands-on attitude and is flexible and adaptable.
- Highly motivated self-starter who takes ownership, acts positively and proactively to make things happen.

## About WebBeds.

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WebBeds is the world's second largest accommodation supplier to the travel industry operating its B2B travel business through; Sunhotels, JacTravel, FIT Ruums, Lots of Hotels and Destinations of the World. WebBeds provides our global network of travel trade partners with the choice of 200,000 hotels in nearly 10,000 destinations.

Customers can access this huge choice of inventory, ranging from city-centre international chain hotels to independent beach properties, via market-leading booking websites or an API deployed in hybrid Azure cloud environment and are currently engaged in a series of substantial ongoing development projects. Clients can also access transfer services in 950 destinations, and thousands of tour guide excursions and attraction tickets. WebBeds also provides tailor-made travel arrangements for groups of all sizes covering leisure, special interest, education and MICE.

WebBeds is a subsidiary of Webjet Limited (ASX: WEB) - an ASX 200 listed company operating a leading digital travel business with over AUD\$1.9 billion in total turnover enabling customers to compare, combine and book the best domestic and international travel flight deals, travel insurance and car hire worldwide, alongside the above.