**KOTO** stands for **Know One Teach One**. KOTO is a Vietnamese social enterprise specialising in providing at-risk and disadvantaged youth in Vietnam an opportunity to undertake a 24-month holistic hospitality training program. KOTO is based in Hanoi and has supported more than 1,000 graduates to end the cycle of poverty and truly empower our trainees to realise their dreams.

**Mission Statement**

To empower at-risk youth to pursue lives of dignity by providing life-skills, training and opportunity.

**Vision Statement**

We strive to provide positive permanent change for at-risk and disadvantaged youth through the transformative power of social enterprise.

**Value Statement**

We **perform** always to the highest of standards for ***all***our **customers** and we do this to the best of our ability and**respectfully.**

**Perform - Customer-centric - Respect**

**Position:**

Human Resources Manager

**Reporting Structure:**

This position reports directly to the Chairman/Founder

**Key Working Relations:**

**Internal:** Trainees and all KOTO staff and Executive Board Vietnam

**External:**  Service providers and community service partners and stakeholders

**Organization:**

* Training and development Manager
* HR personnel

**Job Purpose:**

HR Manager who possesses outstanding people skills to manage our personnel and ensure that our human resources programs and initiatives are effective, efficient, and aligned to overall business and social impact objectives. Duties for the HR Director will include supervising HR personnel, dealing with employee grievances and disputes, supporting employee training and development, enhancing job satisfaction, designing onboarding procedures, implementing HR strategies that support business objectives, forecasting staffing needs, mitigating risk, structuring benefit packages, maintaining employee records using the Salesforce software, managing budgets, designing accountability and incentive mechanisms, and overseeing overall employment needs.

The ideal candidate for this role should possess a high work ethic, excellent communication skills, knowledge of Vietnam’s labor regulations and HR practices, strategic thinking abilities, strong organizational skills, and excellent interpersonal skills. The exceptional HR Manager should improve HR processes, implement strategies that support business growth, improve morale and employee retention, enhance safety and wellness, strengthen relations between staff and employers, manage job satisfaction, attract the best recruits, and promote the organization's values.

**Key Responsibilities:**

* Develop and implement human resources policies, strategies and initiatives to ensure they are aligned with business strategic objectives including compensation, benefits, health and safety, training & development, employee engagement and motivation.
* Oversee all HR initiatives, systems, staff database and tactics
* Manage staff wellness and performance reviews. Apply monitoring and evaluation process where required.
* Identify staffing needs, create job descriptions and manage the recruitment and selection processes. Hire staff and negotiating employment agreements.
* Provide decision support for staffing, recruitment and retention through HR metrics
* Design and direct training programs.
* Build up working culture, bond and connection among trainees and staff as KOTO’s vision and core value.
* Collaborate with HR staff to ensure consistency of application and execution of HR practices and policies between all business units in the region
* Nurture a positive working environment
* Anticipate and resolve litigation risks, and ensure compliance with laws and regulations.
* Develop an annual budget plan for the department that aligns with the overall business strategy.

**Values & Ethos:** Uphold the values and culture of KOTO.

**Reports:**

* Provide training needs and assessment
* Brief monthly HR reports
* Annual HR departmental goals and objectives
* Attend meetings
* Staff satisfactions survey and reports
* Annual staff Appraisals
* Probation appraisals report

**HR Director’s requirement:**

* Bachelor Degree in Business HR management, Administration or a Masters Degree is advantageous.
* Possess over 10 years working experience in HR
* Methodical and precise training delivery
* Proficient in all Microsoft Office applications.
* Excellent analytical, problem-solving, and decision-making skills.
* Exceptional leadership and management skills.
* Effective communication and negotiation skills
* Detail-oriented and persuasive.
* Vietnamese culture, language and empathy is an advantage

**Please read the Staff Handbook for full conditions of employment and code of conduct.**

|  |  |
| --- | --- |
| **Job description reviewed by:**  Signed by*:*  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date*:* | **Acceptance of Job Descriptions**  Signed by*:*  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date*:* |