



Title: Human Resources Manager

Reports to: Rachael Haydon - Director

Company

At Onsen, we don't just offer a service we create an unforgettable experience. Nestled in Queenstown's breathtaking landscape, we create a world-class retreat of relaxation, indulgence, and connection.

We're passionate, and proud of what we do. Every team member plays a part in shaping the journey, elevating every detail, embracing what's next, and growing together.

The Role

As HR Manager, your primary responsibility is to oversee all aspects of human resources within the company. Your role involves managing the company's human resources policies, procedures and programs to ensure they align with the company's objectives. You will Work closely with department managers, and employees to the support the business' overall growth and success, while also leading and managing the People & Culture Advisor to ensure consistency and excellence in HR delivery.

As HR Manager you will be responsible for promoting and maintain a safe working environment for employees, minimizing occupational hazards and ensure compliance with relevant health and safety regulations.

Duties and responsibilities

- **HR Support** – Provide general day-to-day HR support across the business.
- **Recruitment and onboarding** – You will be involved in the end-to-end recruitment process, which includes preparing job descriptions and job adverts, screening resumes, scheduling and conducting interviews and facilitating the selection and hiring process. You will also be responsible for the new employee onboarding process and ensuring they have a smooth transition, including visa job checks and delivering new employee inductions.
- **Workforce Planning & Staffing** – Consult with Heads of Department regarding staffing numbers and resourcing requirements, ensuring the business is appropriately staffed to meet operational demands.
- **Immigration compliance** – Ensuring the company's accreditation status is current and managing all renewals. Work with the People & Culture Advisor to conduct job checks, and monitoring visa expiry dates.
- **Employee relations** – You will handle employee relations issues and provide guidance to manager and employees on matters such as conflict resolution, disciplinary actions and promote a positive work environment.
- **Performance Management** – You will oversee the performance management process, which includes setting performance expectations, conducting performance review to assess and improve employee performance. This includes working with line managers to set performance goals, conduct regular performance evaluation and provide feedback and coaching to employees.
- **Training and development** – You will identify training needs within the company and coordinate the delivery of training programs. This includes first aid, fire warden and logbook training.
- **Compensation and Benefits** – You will oversee the administration of staff benefit programs, this may include salary administration, benefits enrolment, and managing employee recognition programs.
- **Hr Policies and Procedures** – You will develop, update and communicate HR policies and

procedures to ensure consistency and compliance across the company. You will be responsible for the employee handbook creation and revision.

- **Employment Engagement and retention-** You will develop strategies to promote employee engagement and foster a positive culture. This may include conducting employee surveys, organising employee events and implementing initiatives to enhance employee satisfaction and retention.
- **HR Data and Reporting –** You will maintain accurate HR records and may be required to generate reports on key HR metrics such as recruitment effectiveness and training outcomes.
- **Budgeting –** Develop and manage the HR budget, including recruitment costs, training, employee benefits and other HR-related expenditures, ensuring financial efficiency.
- **Legal Compliance –** You will stay updated on employment laws and regulations and ensure HR practices align with legal requirements.
- **Health and Safety Representative –** You will be a crucial role in promoting and ensuring workplace safety and well-being. Developing, reviewing and updating health and safety policies, ensure compliance with applicable health and safety regulations, developing and maintaining emergency response plans and procedures. Maintain incident reporting systems, working closely with management and employees to implement improvements. Overseeing P Endorsement compliance, vehicle compliance and maintain accurate logbooks and reporting procedures. You will ensure adherence to food and alcohol safety regulations and reporting.

Other responsibilities

- Perform other work-related activities as requested.

Skills and Experience

- Minimum 2 years' experience in Human Resources; a relevant HR qualification is desirable.
- Strong knowledge of New Zealand employment law, immigration processes, and HR best practice.
- Excellent interpersonal, written, and verbal communication skills, with strong computer and digital literacy.
- Highly organised, proactive, and detail-focused, able to manage multiple priorities under pressure.
- Professional and discreet, with a strong understanding of confidentiality and ethical practice.
- Knowledge of health & safety systems, quality standards, and audit processes.
- Adaptable, with a continuous improvement mindset and solutions-focused approach to change.
- Applicants must have New Zealand Citizenship, Residency, or a valid work visa.