

PR/118742 | (Japanese Speaking) Head of Human Resources and Administration

Job Information

Recruiter
JAC Recruitment UK

Job ID
1611390

Industry
Tourism

Job Type
Permanent Full-time

Location
United Kingdom

Salary
Negotiable, based on experience

Refreshed
November 17th, 2026 04:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

Company: Japanese hospitality company

Position: (Japanese Speaking) Head of Human Resources and Administration

Location: Heathrow

Salary: Depending on experience

Key Responsibilities

HR Leadership & Talent Acquisition

- Develop and execute the workforce plan required for hotel opening and ongoing operations.
- Lead end-to-end recruitment across all departments.
- Manage job advertising, agency relationships, sourcing channels, interviews, and hiring processes.
- Oversee employment contracts, right-to-work verification, background checks, and onboarding activities.

Learning & Development

- Coordinate training initiatives with international headquarters and overseas operations.
- Support the design and implementation of training programs aligned with global service standards.
- Arrange overseas training opportunities, including travel and visa coordination where required.
- Establish long-term employee development and succession planning frameworks.

Governance, Compliance & Employee Relations

- Develop HR policies, employee handbooks, and operational procedures.
- Ensure full compliance with UK employment legislation, GDPR, equality regulations, and related requirements.
- Partner with external legal, payroll, accounting, and HR specialists.
- Manage employee relations matters, grievance procedures, and disciplinary processes.

Performance & Reward

- Design and implement performance management systems.
- Develop grading, compensation, and incentive structures appropriate for the UK market.
- Establish KPI frameworks and performance monitoring processes.
- Introduce recognition and reward programs that support employee engagement.

Administration & Business Support

- Support office establishment and operational readiness activities.
- Lead implementation of HR and payroll systems.
- Coordinate with suppliers and service providers during the pre-opening phase.
- Liaise with government authorities, regulatory bodies, and external stakeholders as required.
- Provide broad administrative and operational support to senior management.

Qualifications & Experience

Essential

- Minimum 7 years of experience in Human Resources and/or Administration, including at least 3 years in a leadership role.
- Proven experience managing full-cycle recruitment.
- Strong knowledge of UK employment law and GDPR requirements.

- Experience reviewing and managing employment-related contracts and policies.
- Demonstrated success in creating HR frameworks, policies, and people processes from scratch.
- Excellent English communication skills, both written and verbal.

Preferred

- Experience in a hotel, hospitality, service, or customer-focused industry.
- CIPD Level 5 or Level 7 qualification.
- Experience supporting business start-ups, pre-opening projects, or new market entries.
- Familiarity with HRIS and payroll systems such as Workday or similar platforms.
- Japanese language capability and/or experience working with Japanese organizations would be an advantage.

What We're Looking For

The ideal candidate will be:

- A self-driven leader who can build and implement processes independently.
- Comfortable working across cultures and international teams.
- Strategically minded, with the ability to align HR initiatives with business goals.
- Highly ethical, transparent, and compliance-focused.
- Adaptable and resilient in a dynamic, fast-changing environment.
- Detail-oriented with strong organizational and project management skills.

We regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.

#LI-JACUK

#NT

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Company Description