

# Turkey Jobs Expertini®

## Manager Human Resources - Smaller Markets Turkey & Poland

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Company: Corporate

Location: Istanbul

Category: other-general

### **JOB SUMMARY**

Position directs and works with the Associates in above-property locations responsible for our Intl. smaller markets offices in Europe (currently, Poland, Turkey, possibly Greece, other (+ associates) to carry out the daily activities of a Human Resource Manager, including onboarding, administration, total compensation, Health and Safety and training and development. Focuses on partnering with the business leaders at the offices to deliver HR services that meet or exceed the needs of associates and enable business success; ensures compliance with legislation and Marriott International operating procedures. Oversees the day to day running of the Human Resources activities in collaboration with the responsible payroll, office, and local HR contacts. To fully support the HR Services function driving Retention, Training, Associate Engagement, Performance Management and contributing to the strategic HR Plan. SCOPE Location requirements: The position is located in Istanbul Language Requirements: High proficiency (speaking, reading, and writing) in English. Turkish fluent in speaking, reading, and writing is a must, additional European languages a preference Travel Requirements: There is medium business travel required to other continent office locations including Frankfurt, Warsaw, London, and other required locations CORE WORK ACTIVITIES Recruitment and Selection: Supports the management and non-management hiring process to attract, select and retain a diverse workforce. Total Compensation: Oversees the execution of benefit plans for both management and non-management associates and supports administration of the compensation plan. Focuses on compliance with Marriott Standard Operating Procedures and providing excellent service to

enhance associate satisfaction. Training and Development: Assists with the coordination and delivery of management and non-management training programs such as new hire orientation, service and job skills training, compliance, and safety training to ensure business success.

Managing Legal and Compliance Practices: Performs activities to help create and sustain a work environment that focuses on fair and equitable treatment and associate satisfaction to enable business success.

HR Administration and payroll-preparation: Manages all HR-related activities in the employee life cycle locally, such as personnel records, confirmation letters, HR-related approvals, onboarding and offboarding of employees, daily HR administration, payroll preparation, management of local benefits in co-operation with the local payroll contact. Ensures full compliance on all immigration and local laws for right to work.

Human Resources- Department Focus: Participates in the hiring, development, and retention of a diverse workforce to deliver excellent products and services. Sustains a work environment that focuses on fair and equitable treatment and associate satisfaction to enable business success.

Loss Prevention: Partners with Loss Prevention to ensure a safe and secure work environment and administer an effective workers compensation program. Focuses on reducing the frequency and severity of accidents. Ensures compliance with all regulatory reporting requirements.

Administration: Collaborates with the HR Services team, the Discipline HR Managers and HR Business Partners to ensure associate files contain required paperwork (employment application, reference checks, tax forms, Information Protection Agreement, job description), are properly maintained, and secured.

Health & Safety: Ensures that local health & safety regulations are met in the respective country.

Recruitment and Selection Supports the open position listing is in visible location for both internal and external candidates and is updated in accordance with Human Resource Standard Operating Procedures. Ensures the area designated for completing employment applications is clean, well maintained, and accessible to individuals with disabilities. Ensures that all offer letters issued by the entity (management and non-management, etc.) adhere to Marriott and Local standards.

Total Compensation Ensures new hires and eligible associates enrol in local benefit plans and communicates changes to the benefit plans in a timely manner; coordinates the annual enrolment process. Manages associate benefit eligibility review process and changes associate's status as necessary; communicates change in status to affected associates. Educates associates on the various types of benefits available and eligibility requirements. Provides an overview of associate benefits to the management team enabling them to educate their associates and answer routine questions. Ensures that department has the available

resources on hand to administer associate benefits Access to Marriott Global Source, Associate Handbook & benefits guides. Supports the annual wage survey to ensure non-management rates of pay are competitive in the market; provides recommendations for adjustments in cooperation with the Compensation & Benefits team Ensures wages are paid in accordance with Marriott guidelines and local legislation. Supports management & non-management performance appraisal processes are in place, reviews are conducted in a timely manner, and increases are processed. Ensures that all compensation elements are tracked for all associates and that this database is managed effectively. If applicable manages / overseas payroll administration Training and Development Ensures coordination and facilitation of new hire orientation program, to generate a positive first impression for associates and emphasize the importance of guest service in the Marriott culture; ensures attendance by all new hires and participation of the leadership team. Collaborates with management team to ensure departmental orientation processes are in place and associates receive the appropriate new hire training to successfully perform their job. Coordinates enrolment for all core training programs; tracks and documents associates' participation in training in mHub and DLZ. Tracks and publishes the transfers and promotions of associates. Facilitates and/or ensures compliance training is conducted in accordance with Standard Operating Procedures Health & Safety, FCPA, ISPT and any other applicable training). Managing Legal and Compliance Practices Ensures associate files contain required employment paperwork, proper performance management and compensation documentation are properly maintained and secured for the required length of time. Ensures compliance with procedure for accessing, reviewing, and auditing associate files and ensure compliance with the Privacy Act. Ensures medical records are maintained in a separate, secure, and confidential medical file. Communicates office rules and regulations where necessary. Ensures all safety and security policies are communicated to associates on a regular basis through orientation, office meetings, notice boards, digitally, etc. Oversees the selection/non-selection and offers processes to ensure proper procedures are followed valid reasons for selection/non-selection and applicants receive status notifications). Assists in maintaining effective associate communication channels in the entities; assists with regularly scheduled Intl. Office meetings and maintains bulletin boards. Communicates office rules and regulations, such as the Guarantee of Fair Treatment, Performance Management Process, Appraisal process during orientation and via an associate handbook. Reviews progressive discipline documentation for accuracy and consistency. Checks for supportive

documentation and forwards information to the Director HR BP, EMEA to determine appropriate action. Utilizes an “open door” policy to acknowledge associate problems or concerns in a timely manner, ensures associate issues are referred to either the Director HR BP, EMEA or Department Manager for resolution. Ensures exit interviews are conducted on all voluntary separations, tracks results and shares information with Director HR BP, EMEA. Assists with the administration of recognition programs for non-management and management associates; provides suggestions to improve existing programs or introduces new concepts to maintain associate interest and involvement. Monitors work environment for signs of union organization. Assists in publicising and enforcing uniform standards policies. Continually exemplifies and supports these policies through their actions. Human Resources – Department Supports a departmental orientation program for associates to receive the appropriate new hire training to successfully perform their job. Uses all available on the job training tools for associates; supervises on-going training initiatives and conducts training when appropriate. Communicates performance expectations in accordance with job descriptions for each position. Participates in the associate performance appraisal process, providing feedback as needed. Establishes and maintains open, collaborative relationships with associates and ensures associates do the same within the team. Actively solicits associate feedback, utilizes an “open door” policy, and reviews associate satisfaction to identify and address associate problems or concerns. Brings issues to the attention of the department manager and Human Resources as necessary. Participates in associate progressive discipline procedures. Ensures office policies are administered fairly and consistently, disciplinary procedures and documentation are completed according to Standard, Division and Local Operating Procedures. Ensures that regular on-going communication is happening with associates to create awareness of business objectives and communicates expectations, recognizes performance, and produces desired business results. Celebrates successes and publicly recognizes the contributions of team members; ensures associate recognition is taking place on all shifts. Helps maintain an on-going departmental associate recognition program. Loss Prevention In conjunction with Loss Prevention department ensures all safety and security policies (property removal, lost and found items, accident reporting, hygiene) are communicated to associates on a regular basis through orientation, office meetings, bulletin boards, digitally, etc. Partners with Loss Prevention to conduct accident investigations as necessary. Ensure representation of Human Resources at the Office Safety Committee if existing, helps to identify ways to create awareness of the importance of

safety in the workplace and decrease accident frequency and severity. Ensures that local health and safety regulations are in place and monitored regularly. Administration Ensures terminated associate files are retained for the required length of time. Ensures compliance with procedure for accessing, reviewing, and auditing associate files and ensures compliance with the Data Protection Act. Supports the maintenance of the Human Resource Information System in accordance with Human Resources Standard Operating Procedures if not handled by the Discipline HR Managers. Ensures all work permit and immigration documentation is properly recorded, filed and updated in accordance with the legislation. Takes appropriate action with individuals who are unable to provide valid documentation. Ensures proper documentation of all progressive disciplinary action is kept in associate file. Ensures performance evaluations and merit increase paperwork are maintained in associate files. Ensures all regulatory information is posted as required by legislation. Health & Safety Ensure that practices are compliant with local law and internal policies. Other Supports the Director HR Business Partner, EMEA as and when required. Duties may include application of the disciplinary process, investigatory meetings, training of new standard processes and procedures. Ad-hoc project work: HR Systems/Process; Compensation & Benefits; Employment Law; Talent Acquisition & Career Development Perform other duties as assigned to meet the business needs

**CANDIDATE PROFILE** Previous experience as Human Resources Manager in the hospitality industry in Turkey and min one other European market, preferably Poland Extensive hands-on working knowledge of Marriott HR Systems including PeopleSoft HRMS, Human Capital Planning Tool, Performance Management Tool, MyLearning, Global Recruitment System, Engagement Survey Reporting System, or similar experience Advanced working knowledge of MS Excel, MS Word, and MS PowerPoint (including spreadsheet creation and validation) Extensive knowledge of Marriott HR standards including practical implementation is preferred Marriott training facilitation experience including In the Beginning and Management Orientation and other elements of the Training Library is preferred Experience and knowledge of Disciplinary Policies and Grievance Policies including practical application Extensive knowledge of payroll linked HR systems Thorough understanding of (Marriott) Performance Management tools and previous experience of reviewing the performance of others using these tools. Selection process will include assessments and evaluations to confirm the above. Skills and Knowledge Strong customer and associate relation skills Good coaching skills Strong problem-solving skills Strong communication skills (verbal, listening, writing) Good understanding of relevant labour

relations Good understanding of labour laws Good understanding of workforce analysis  
Effective decision-making skills Strong organizational skills Ability to use standard software  
applications and hotel systems Strong consensus building skills Strong analytical skills Effective  
influence skills Effective conflict management skills Effective change management skills Financial  
management skills ability to understand P&L statements, manage operating budgets,  
forecasting and scheduling Ability to acquire and maintain relationships associates,  
customers, vendors Basic legal expertise related to hotel issues Strong presentation and  
platform skills Knowledge of overall hotel operations as they affect department Knowledge of  
governmental regulations and safety standards Education or Certification High School  
certification or equivalent required; Bachelor's Degree or similar preferred

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