

ROLE DESCRIPTION:

AREA HR MANAGER

WHAT YOU DO

You are responsible for supporting Sales & Profit by setting and implementing an HR strategy to deliver a Great Customer Experience in line with your Area goals and Regional HR focuses.

You support the Area to have high performing teams by ensuring the regional people strategy & plan is in place. You make sure that your Area actively works with succession planning, talent and leadership development and structure performance management, based on results, values and leadership.

Together with the Area Team and Store Managers, you follow up and evaluate HR KPIs and initiate actions accordingly to support the business.

You ensure we offer all colleagues fair and attractive working conditions and that all employee relations responsibilities, legal requirements and H&M policies are fulfilled to meet the expectations of customers and colleagues and thereby, contributing to great Colleague Experience.

WHO YOU ARE

You are an experienced, highly energetic HR professional with a strong background in talent management & employee/ people relations.

You have a passion for developing business and people through teamwork & collaboration.

You use your leadership, skills, and experience to inspire, drive impactful results and effectively make a positive difference.

HOW YOU DO IT

By acting in line with our values, having the right mindset and leadership [if applicable] you contribute to H&M's business success.

You act as an ambassador for the customer centric shift, have a growth mindset and encourage cross-functional collaboration

You promote a positive and open environment where opinions, views and ideas are shared, proactively bring innovative ideas and explore growth opportunities.

No matter what your role may be at H&M – WHAT you do is as important as HOW you do it.

WHAT YOU DO

Your responsibilities

Add/remove/change main areas of responsibilities and explain major tasks in a couple of bullet points

<i>Leadership & Performance</i> <i>Leading and delivering results</i>	<ul style="list-style-type: none">● Together with the Area Team, you support and ensure Store Managers work with structured performance management for all team members including regular Performance Development Reviews and clear development plans. You support Store Managers in sharing qualitative feedback during these discussions.● Together with Store Managers and Area Team you follow up the development plans of colleagues in your Area and collaborate actively with Regional specialists for ensuring implementation of those plans on timely basis.● Together with Area team, you integrate the leadership principles of H&M group into the ways of working across store teams
<i>Talent</i> <i>Growing capabilities and becoming the place to be</i>	<ul style="list-style-type: none">● You monitor and analyse your Area's current & future talent needs, including team rotation and expansion for all store positions● Collaborate with Talent Management team in implementation of talent identification & succession planning processes in stores● You support Area Manager & Store Managers in developing their teams, ensuring they are working with talent and leadership development by monitoring & following on the development plans● You oversee the Area's talent pipeline and support India region's talent needs● Plan & collaborate effectively with Talent Acquisition Partner to full fill recruitment of open roles in the Area by leveraging the recruitment tools (Assessment centers, Smartrecruiter)● Help drive transparency without bias in recruitment decisions

	<ul style="list-style-type: none"> • Together with Store Managers drive smooth & impactful onboarding plan • Together with the Area Team and regional teams, you plan and support training for Store Management Teams • You follow up that necessary trainings have been carried out and driven by the Store Management team for all Sales Advisors
<i>Colleague Experience</i> <i>Improving customer value, starting with our colleagues experience</i>	<ul style="list-style-type: none"> • In line with our global Colleague Listening Strategy, you contribute to the culture of feedback & constant improvement through implementation of active listening tools • Support Store Managers in implementing and following up employee engagement plans • You actively promote our Values and our Company Culture to support our businesses and is a true role model of the same • You ensure working conditions comply with local legislation and H&M standards • You implement and follow up Global H&M policies and where relevant the local policies and legislations • You act as a neutral escalation point for team members and coach Store Management and Area Teams to prevent and resolve team members-related issues • You manage employee grievances and concerns in a timely manner in line with our values and culture and work towards preventive measures. • If team members recognise an official external union, you ensure a fair and constructive social dialogue, working collaboratively with representative organisations to reach sustainable agreements that support our business.
	<ul style="list-style-type: none"> • R •

WHO YOU ARE

Your knowledge

Knowledge = education, skills, experience

Education	<ul style="list-style-type: none">● Masters in formal education, preferably within Human Resources or business administration
Skills <i>Strategic mindset and planning skills, communication skills, relationship building</i>	<ul style="list-style-type: none">● Advising: (in the context of HR) the ability to provide guidance, support, and recommendations to managers, and other stakeholders on matters related to human resources management.● Analytical The ability to collect and interpret data, understand complex scenarios, and apply logical reasoning and critical thinking to solve problems, make decisions, and form conclusions● Business Acumen: The ability to understand and apply business knowledge to achieve organizational goals.● Change Management: The ability to effectively guide and support individuals, teams, and organizations through changes or transitions.● Communications: The ability to convey information effectively in a clear, concise, and engaging manner.● Stakeholder Management: The ability to effectively engage with all individuals, groups, or entities who have a stake or interest in a particular issue, project, or business outcome● Strategic: The ability to think critically, anticipate future challenges, and make informed decisions that align with an organization's or individual's overall vision.

	<ul style="list-style-type: none"> ● Digital Literacy: The ability to use, understand, and evaluate digital technologies effectively, including but not limited to, online communication tools, digital data, cybersecurity principles, and emerging technologies such as artificial intelligence (AI). ● Willingness to travel extensively
Experience <i>You have proven experience in media relations, PR and internal and crisis communication</i>	<ul style="list-style-type: none"> ● Min 5 yrs of relevant experience as HR manager handling sales teams ● Expertise/experience of managing the entire employee life cycle ● Experience in managing complex employee relations matters, including labor relations. ● Understanding of employment legislations in India ● Proven abilities in enabling engaging inclusive work environment would be meriting

HOW YOU DO IT

Your behaviours: living the values, growth mindset, leadership (if applicable)

No matter what your role may be at H&M – WHAT you do is as important as HOW you do it. This part applies to all roles at H&M and should not be edited.

Our Values The spirit that defines our culture and reflects the heart and soul of H&M	Values in action Our values described as behaviours – shared by all H&M colleagues regardless of role		
<ul style="list-style-type: none"> • We are one team • We believe in people • Entrepreneurial spirit • Constant improvement • Cost conscious • Straight forward and open minded • Keep it simple 	TEAM PLAYER <ul style="list-style-type: none"> • Being open minded • Communicating clearly • Enjoying teamwork • Being flexible 	RESULT DRIVEN <ul style="list-style-type: none"> • Working towards goals • Trying new things • Improving efficiency • Developing yourself 	BUSINESS MINDED <ul style="list-style-type: none"> • Focusing on customer value • Taking responsible decisions • Seeking opportunities • Seeing the bigger picture
Growth mindset (also called the agile mindset)	<ul style="list-style-type: none"> • Positive attitude to change / embrace challenges / persevere in the face of failure • Desire to learn / putting effort to build new skills / learn from mistakes / ask for feedback and learn from it • Find inspiration in success of others 		
Leadership (if applicable)	n/a		