

## VP People & Culture Job Description

Position Title: VP People & Culture	FLSA status: Exempt
Reports to: CEO	Location: New York City/DC
Department: People	Prepared by: CEO
Date: 4/16/2019	

### Mission:

The Boqueria Group's Vice President of People & Culture (VP P&C) will ensure that operating managers have the structure and support necessary for Boqueria to be among the industry's best place to work whose talent base, leadership and culture enable it to deliver on its brand promise profitably and consistently.

The VP P&C will be responsible for supporting the significant growth of our team as we open 3 to 5 restaurants per year over the next few years, ensuring the continuing development of our people, lead the Leadership Team's thinking regarding organizational development

The VP P&C will be the "keeper of the flame" and will be recognized as a passionate leader and champion of our culture throughout the organization. They will help ensure that our Purpose (Creating restaurants whose positive energy helps everyone feel connected) and Core Values are reflected in all of our activities, and particularly in the way that our people experience Boqueria from their first interview and throughout their employment, so that the most qualified people seek us out and stay with us.

### Expected Outcomes (Accountabilities):

- Company is predominantly comprised of "A Players" (defined as over 90% of employees deemed to be high cultural fit and high performing)
- Employee engagement is high and turnover is exceptionally low.
- Company meets all legal obligations w/ respect to employment practices

### Direct Reports:

- HR Administrator
- Recruiting Manager

### Qualifications & Skills: (Abilities)

#### REQUIRED:

- Min. 5 years of senior human resources management and talent development experience.
- BS/BA degree
- Knowledge of most effective recruiting tools available to us from Executive Recruiters to Hospitality schools, career websites, Linked In and other social media.
- Knowledge of all applicable Federal and Multi State regulations regarding Human Resources Management.

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- Understanding of the health care marketplace and ACA mandates Ability to effectively present complex information to a variety of audiences. (e.g. Management, servers, cooks)
- Entrepreneurial – Enjoys and is good at creating systems, developing people and growing a restaurant company. Embraces leading change.
- Passion for Boqueria concept and polished restaurant experiences.

### PREFERRED:

- MBA/MA/PHR or SPHR Certification preferred
- Prior operational experience in hospitality management
- Experience with high growth and high culture organization

### Success factors/Competencies:

#### Position Related Competencies

- Organization and planning - Plans, organizes, schedules, and budgets in an efficient, productive manner. Focuses on key priorities.
- Analytical Skills - Able to structure and process qualitative or quantitative data and draw insightful conclusions from it. Exhibits a probing mind and achieves penetrating insights.
- Communication: Speaks and writes clearly and articulately without being overly verbose or talkative. Maintains this standard in all forms of written communication, including e-mail.
- Ability to develop people - Coaches people in their current roles to improve performance, and prepares them for future roles.
- Effective communicator - Speaks and writes clearly and articulately without being overly verbose or talkative. Maintains this standard in all forms of written communication, including e-mail.

#### Company Mandatory Competencies (Core Values)

- Genuine interest in others - Demonstrate genuine interest in understanding others' needs, perspectives and motivations. (Create Connections)
- Teamwork - Reaches out to peers and cooperates with supervisors to establish an overall collaborative working relationship (Succeed Together)
- Takes accountability - Takes initiative and is dependable. Holds self responsible for achievements first and foremost (Own it)
- Honesty/Integrity - Does not cut corners ethically. Earns trust and maintains confidences. Does what is right, now just what is politically expedient. Speaks plainly and truthfully. (Do the Right Thing)
- Passion for Excellence – Expects personal performance and team performance to be nothing short of the best. (Sweat the Details)
- Embraces Feedback – Accepts feedback with an open mind and embraces learning opportunities. (Take it up a notch)

### Physical demands and work environment:

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This is an office position

### Performance standards:

The VP of People & Culture is reviewed annually by the CEO

### Disclaimer:

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job.

Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time.

### “Tasks” related to each accountability

- Company is predominantly comprised of “A Players” (defined as high cultural fit and high performing)
  - Efficiently recruiting people with strong potential to become “A Players” at Boqueria
  - Ensure recruiting practices reflect “best practices” and observe all labor laws (e.g. keeping all resumes, background checks, illegal interview questions, etc...)
  - Overseeing effective onboarding of new employees to ensure they enthusiastically buy in to our culture and clearly understand expectations from day one.
  - Ensuring we have extensive and varied training programs, including management development, and performance management practices necessary to support managers performing at the highest level and growing in the company.
  - Coach managers to develop solutions to employee relation issues, meet with managers to resolve associate relations issues, coach, counsel, and advise supervisors and managers regarding policy interpretation and proper procedures.
  
- Employee engagement is high and turnover is exceptionally low.
  - Oversee compensation to ensure we provide our employees with material rewards that are competitive, in line with our expectations of them, effectively communicated and transparently administered.
  - Develop and manage industry leading and legally compliant benefit programs, including creating and implementing procedures to ensure that employees are aware of and appropriately using benefits they are entitled to (from health insurance to paid vacation)
  - Lead organizational development to ensure structure and composition of the organization is able to support the Company’s Purpose and business objectives.

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- Coordinates communication of company's strategy, successes and challenges are to all employee on an ongoing basis so that everyone feels a sense of shared purpose.
  - Ensure that managers and leadership have their fingers on the pulse of employee sentiment and acts as an advocate for employees in the leadership team.
  - Conduct periodic surveys to gauge employee engagement and coordinate response with leadership team.
  - Champion creation of rituals, including celebrations of milestones and anniversaries, that reinforce our culture and values.
- Company meets all legal obligations w/ respect to employment practices
    - Policies and manuals are up to date, legally compliant, and easily accessible to employees.
    - Assist in leading or securing sexual harassment and other (e.g. TIPS) legally required training to protect the company and the quality of the work environment.
    - Conduct investigations when necessary.
    - All legal obligations from new hire paperwork to payroll policies and procedures are complete and maintained in compliance with current laws.
    - Managers are trained to provide effective and legally compliant feedback to employees regarding performance issues. (aka "progressive discipline")
    - Administer the workers compensation program. Communicate with insurer, care providers, billing, and claim adjusters as needed.
    - Ensure the proper process is in place for the coordination and administration of various leaves (i.e. FMLA, Leaves of Absences, Short-Term Disability), provides policy and procedure information related to HR administration and ensures employee receives and understands the information.