

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 REV00

Job Title:	People & Culture Coordinator	Level:	Level 3
Reporting to:	Assistant People & Culture Manager	Department:	People & Culture
Responsible for:	N/A	Date:	30 October 2026

OBJECTIVE:

- To efficiently support People & Culture operations by ensuring accurate HR administration, timely employee services, and smooth coordination across recruitment, attendance, payroll, travel, insurance, and separation processes. Committed to maintaining compliance, data accuracy, and operational efficiency while enhancing employee experience through effective system administration, employee engagement support, and cross-functional collaboration.
- To represent Mercure's brand and its values at all times, to establish relationships and to deliver an exceptional guest experience and promote the French Elegance.

KEY DUTIES & RESPONSIBILITIES :

Payroll & Attendance Support

- Ensure attendance records are submitted accurately and on time.
- Monitor payroll-related activities and provide attendance feedback to department coordinators.
- Generate monthly attendance reports from Bayan and upload to Circularo.
- Maintain accurate Circularo records for staff attendance, including cafeteria casual employees.

Employee Administration & Documentation

- Manage employee records, including Emirates ID, residence visas, medical insurance, and TECOM cards.
- Assist employees with P&C documentation and general People & Culture queries.
- Prepare and share monthly leave and air ticket accrual reports with department coordinators.

Travel & Air Ticket Coordination

- Arrange air ticket bookings for employees and Owners' Representatives (vacation & repatriation).
- Ensure travel details are accurate and coordinated with relevant departments and vendors.

Insurance & Benefits Administration

- Process additions and deletions for life and medical insurance coverage.
- Share medical insurance e-cards and maintain trackers.
- Submit insurance-related invoices to Accounts Payable.

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Employee Separations & Leavers Management

- Manage resignation and separation processes, including exit clearances and system deactivations.
- Prepare service certificates and return passports in sealed envelopes.
- Coordinate final settlements with Finance and notify employees.
- Maintain and update the Leavers Tracker accurately.

P&C Systems Administration

- Review, verify, and approve Bayan system requests: leave, air tickets, disciplinary warnings, personal letters, credit PH/DO, and separation/change of status requests.
- Ensure proper workflow routing and approvals in Circularo.

Others

- Supports all Employee Engagement Activities (CSR & Events)
- Supports purchasing related matter
- Coordinates some tasks of P&C team members in their absence (P&C Office, Accommodation Manager and Asst. GRM)
- Guides and supports the People & Culture Intern on assigned P&C tasks.
- Bank Details Coordination
- Procurement & ADACO Administration (raise and coordinate Purchase Requests)

MISCELLANEOUS:

- Heartist is required to comply with every reasonable request from their hierarchical supervisor(s) within an amount of time that it takes to comply under normal circumstances.
- Heartist may be assigned to other duties in the hotel as and when required by business levels.

GENERAL DUTIES:

Health and Safety

- Ensure that all potential and real Hazards are reported immediately and rectified
- Be fully conversant with all departmental Fire, Emergency and Bomb procedures
- Ensure that all emergency procedures are rehearsed, implemented and enforced to provide for the security and safety of guests and employees
- Ensure the safety of the persons and the property of all within the premises by fairly applying Hotel Regulations by strict adherence to existing laws, statutes etc.
- Ensure all staff within the department work in a manner which is safe and unlikely to give risk of harm or injury to selves or others
- Use safe manual handling techniques and practice safe work habits following Accor Health, Safety and Environment policies, maintain procedures to minimize our impact on the environment and prevent pollution.

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Our team and working environment:

Located along Sheikh Zayed Road in Barsha Heights right next to Dubai Internet City Metro Station. The hotel is nestled in the key business and commercial district of Dubai Media City, Dubai Knowledge Park and Dubai Internet City. Mercure Dubai Hotel offers a unique hospitality experience for business & leisure travellers and well as for long stays at an affordable price. Close proximity to Mall of the Emirates, Palm Jumeirah and major tourist attractions.

An elegant hotel with 1015 suites and apartments spread over 41 floors. Each contemporary room features floor to ceiling windows that have exceptional views of the city & skyline. For meetings, trainings and social events the hotel offers an extensive range of multi-functional meeting and event spaces.

Our commitment to Diversity & Inclusion:

We are an inclusive company and our ambition is to attract, recruit and promote diverse talent.

Disclaimer: Mercure Hotel Suites & Apartments shall provide an equal opportunity in all aspects of employment and career progress when it comes to gender, nationality, religion, ethnicity, disability and shall not tolerate any illegal discrimination or harassment of any kind.

Why work for Accor?

We are far more than a worldwide leader. We welcome you as you are and you can find a job and brand that matches your personality. We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities

By joining Accor, every chapter of your story is yours to write and together we can imagine tomorrow's hospitality. Discover the life that awaits you at Accor, visit <https://careers.accor.com/>

Do what you love, care for the world, dare to challenge the status quo! **#BELIMITLESS**