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HR Director - European Pastries & Chocolates

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Job Information

Recruiter

Michael Page

Job ID

1533757

Industry

Retail

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

10 million yen ~ 14 million yen

Refreshed

April 18th, 2025 18:16

General Requirements

Career Level

Executive

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

A luxury pâtisserie brand in Japan is seeking an HR Director to oversee all aspects of Human Resources, including talent acquisition, payroll, general affairs, and learning & development. The role involves leading strategic initiatives such as revamping bonus schemes, enhancing retail training, and improving HR reporting, while managing a team of five.

Client Details

Founded in the late 1990s by a renowned pastry chef, this luxury pastry brand quickly gained recognition for redefining traditional pastry with a high-end, fashion-inspired approach. With early openings in major international cities, the brand has since expanded globally and formed partnerships with prominent hospitality and lifestyle groups, solidifying its place in the world of premium desserts. . In Japan, there are 25 stores and 200 employees, 40 of whom are in their Tokyo office.

Description

Manage and support the Talent Acquisition team

- Ensure human resources are allocated efficiently across departments within budget constraints
- Strengthen and develop strategies to recruit and retain talent, including through employer branding, while maintaining a reasonable employee turnover rate
- Improve the accuracy of headcount and FTE reporting to provide clearer visibility into staffing levels, particularly in retail

- Oversee the annual headcount budgeting process in collaboration with department leads and Finance

Align compensation schemes with organizational strategy

- Implement a commission scheme in retail based on sales targets and actual results to incentivize and reward staff performance
- Redesign the performance bonus system to place greater emphasis on both quantitative and qualitative objectives
- Supervise payroll processes and ensure compensation policies align with strategic goals, including merit increases, bonuses, and promotions
- Manage the full annual HR budget, including staff-related costs and HR operational expenses

Lead learning & development initiatives to elevate standards

- Enhance training on brand values and organizational culture to uphold high standards of excellence
- Collaborate with relevant departments to design training on sales techniques and product knowledge to improve retail performance
- Develop new training programs as needed, either locally or in collaboration with headquarters, including digital learning tools
- Act as a mediator in resolving HR issues, recommend targeted training when appropriate, and promote a positive, supportive workplace culture

Job Offer

- **Work for a Prestigious Luxury Brand**

Be part of an internationally renowned company known for excellence, creativity, and high standards in the world of gourmet pastries.

- **Exposure to a Global Environment**

Collaborate with international teams and gain experience working in a multicultural setting with ties to both Japan and Europe.

- **Opportunity to Shape People Strategy**

Contribute directly to impactful HR projects such as talent development, performance-based rewards, and employee engagement in a growing organization.

- **Creative and Dynamic Workplace**

Work in an environment that values innovation and artistry-not only in its products but also in how it approaches team culture and operations.

- **Employee Discounts & Perks**

Enjoy exclusive staff benefits such as discounts on world-class pastries and seasonal offerings.

- **Professional Growth & Learning**

Gain hands-on experience across various HR functions and participate in unique training programs tailored to luxury retail and hospitality standards.

- **Be Part of a Passionate Team**

Join a company where employees are proud of the brand and motivated by a shared commitment to quality and excellence.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Jeff Henderson on +813 6627 6055

Required Skills

- Bachelor's degree in business, human resources, psychology, or organizational management
- At least 3 to 5 years of experience in human resources management with subordinates
- Good understanding of the retail industry; understanding of production is a plus
- Excellent communication and facilitation skills, comfortable with confidentiality
- Proactive, results-oriented personality with strong leadership
- Business-level Japanese and fluent English

Company Description

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