

Costa Group Position Description

Position Title:	HR Assistant Manager - Laos
Department:	HR
Reporting To:	HR Manager - Laos
Location:	Paksong, Champasak
Date:	August 2026

1. Primary Objective of Position:

The HR Assistant Manager supports the HR Manager in translating business and crop plans into practical workforce plans and coordinated HR delivery. The role leads labour forecasting, seasonal labour sourcing and workforce reporting, while providing oversight and support to the HR Supervisors so they can remain focused on accurate, timely and employee-centred HR operations at site. The position also manages escalated HR matters, strengthens HR systems and controls, and acts on behalf of the HR Manager when delegated.

2. Key Accountabilities and Responsibilities:

Accountability and Responsibilities:
Role Duties Labour Planning and Workforce Strategy • Lead the monthly, seasonal and annual workforce planning process in partnership with Operations, Harvest, Horticulture and other department managers. • Translate crop forecasts, production plans and operating schedules into workforce demand forecasts by function, location and period. • Monitor planned versus actual labour, productivity, turnover, absenteeism and labour cost trends; identify gaps and recommend timely corrective actions. • Maintain workforce planning dashboards, headcount forecasts and labour risk reports for the HR Manager and leadership team. Labour Sourcing, Recruitment and Mobilisation • Develop and coordinate seasonal labour sourcing plans, including local recruitment, provincial worker programs, labour partners and community engagement channels. • Maintain a reliable labour pipeline and mobilisation schedule, with clear recruitment targets, readiness checks and contingency plans for peak periods. • Coordinate recruitment for staff and high-volume labour requirements, ensuring consistent selection, approval, documentation, onboarding and deployment processes. • Work with relevant teams to confirm that transport, accommodation, meals, welfare and site readiness arrangements support safe and effective worker mobilisation. HR Operations Oversight • Provide day-to-day guidance and coordination to HR Supervisors, clarify priorities and promote consistent HR practices. • Review exceptions and controls for attendance, contracts, payroll inputs and employee data, ensuring accurate and timely corrective action.

- Coordinate regular HR reporting and ensure workforce information in HMS and other approved systems is complete, accurate and current.
- Identify and implement practical improvements to HR workflows, controls, templates and service standards.

Employee Relations and Compliance

- Manage or support escalated grievances, investigations, disciplinary matters and workplace concerns, consulting the HR Manager on complex, sensitive or high-risk cases.
- Support consistent implementation of employment agreements, Internal Regulations, HR policies and Lao Labour Law requirements.
- Coordinate HR documentation and follow-up for internal and external audits, including Global G.A.P. and other certification or customer requirements.

Management Support

- Support the HR Manager with management reporting, policy implementation and priority HR projects.
- Provide sound, evidence-based HR advice within delegated authority and promptly escalate material legal, financial, employee-relations or reputational risks.
- Represent or act for the HR Manager when specifically delegated, while maintaining appropriate confidentiality and decision-making boundaries.

Workplace Health and Safety

- Responsibility for supporting and complying with the Costa Group Work Health and Safety Policy, including the maintenance of a safe and healthy workplace for the protection of all employees
- Report immediately any incidents, injuries and hazards and participate in hazard identification, risk assessment, implementation of controls and monitoring and evaluation of processes
- Take reasonable care of his/her own health and safety and for the safety of others who may be affected by his/her acts or omissions at work.
- Work in accordance with the policies and procedures of Costa Group, as amended from time to time
- Obey all reasonable instructions to protect his/her own health and safety, and the health and safety of others
- Be unaffected by alcohol or drugs
- Perform only those procedures or tasks for which he/she has received appropriate training and instructions.
- Demonstrate leadership and commitment, while being accountable for workplace health and safety performance
- Ensure all practicable steps are taken to eliminate or control hazards within the workplace through the process of hazard identification, risk assessment, implementation of controls and monitoring and evaluation of processes.
- Support solutions and process modifications that eliminate or minimise the risk of injury to employees, damage to property and other assets.

3. Key Challenges:

- Forecasting and securing sufficient labour in line with changing crop performance, operational demand and seasonal timeframes.
- Balancing forward workforce planning with urgent day-to-day priorities in a fast-moving agricultural environment.
- Coordinating recruitment and mobilisation across remote locations while maintaining worker welfare, compliance and cost control.
- Improving data accuracy and consistency across attendance, payroll inputs, employee records and workforce reporting.

- Supporting and guiding HR Supervisors without drawing them away from essential site-based HR operations.
- Managing sensitive employee matters fairly and promptly while knowing when to escalate risk to the HR Manager.

4. Candidate Requirements:

(a) Core Values:

- Determination – acting decisively and with a sense of urgency
- Passion – challenging the status quo and acting with energy and enthusiasm
- Accountability – focusing on outcomes and delivering on commitments
- Sincerity – acting boldly in an open, honest, and responsible manner
- Respect – treating others as we expect to be treated in attitude, communication, and personal safety

(b) Education, Qualifications, Training:

- Bachelor's degree in Human Resources, Business Administration, Management or a related field.
- Additional training in workforce planning, employee relations, labour law, data analysis or project management is desirable.

(c) Experience, Skills and Knowledge:

- Minimum 5 years of progressive HR generalist experience, including experience coordinating people, projects or multi-site HR activities.
- Demonstrated experience in workforce planning, high-volume recruitment or seasonal labour coordination.
- Strong understanding of Lao Labour Law, employment practices and core HR controls.
- Ability to analyse workforce data, identify trends and convert operational plans into clear staffing forecasts and actions.
- Strong Excel and reporting capability; experience with HR information, attendance or payroll systems is preferred.
- Sound judgement and confidence in handling escalated employee relations, grievance and disciplinary matters.
- Strong planning, organisation and stakeholder-management skills, with the ability to manage competing priorities and deadlines.
- Clear written and verbal communication skills in Lao and English.
- Experience in agriculture, manufacturing, logistics or another labour-intensive and seasonal environment is highly desirable.
- Proactive, resilient and improvement-focused, with the ability to work independently and as part of a cross-cultural team.

5. Other Relevant Information:

- The role is based Costa Berry farm in Paksong and to labour-sourcing locations as required.
- Extended or flexible working hours may be required during recruitment campaigns, worker mobilisation and peak harvest periods.