AN INTERNATIONAL CAREER IN MODERN LUXURY

Head of Hong Kong

Lead our home-market operations with commercial focus and exceptional standards.

WORK LOCATION
Hong Kong HQ (primarily Hong Kong based)

WORK PATTERN
Full time · Permanent

REPORTING TO
Founders / Chief Executive

CAREER STREAM
Country Leadership · Hong Kong

ANNUAL BASE SALARY

GBP · REFERENCE	HKD · INDICATIVE	USD · INDICATIVE
£65,000	**HK$666,500**	**US$85,000**

Indicative currency conversions as at 21 November 2026 (GBP 1 = HKD 10.2536 / USD 1.3080). Actual offer, payroll currency and exchange-rate treatment will be confirmed in writing.

LIFE AT ROSÉ

ROSÉ DIAMONDS is a Hong Kong-based fine jewellery brand focused on exceptional craftsmanship, design-led diamond jewellery and attentive, personalised service. We are building an ambitious international business and inviting talented people to shape how we grow, serve clients and collaborate across markets.

THE OPPORTUNITY

Own the day-to-day leadership and sustainable development of ROSÉ DIAMONDS in its home market of Hong Kong. Connect local commercial performance, people leadership, operating quality, supplier coordination and regulatory execution with the wider global strategy. The role requires sound operational judgement and close collaboration with specialist finance, legal and compliance advisers.

WHAT YOU WILL OWN

01 / Market and business leadership

- Translate company priorities into a Hong Kong operating plan, budget, revenue initiatives and measurable targets.
- Develop relationships with local commercial partners, customers, vendors and appropriate service providers.
- Identify opportunities for premium customer acquisition, corporate relationships and brand visibility.
- Produce clear business reviews covering risks, financial performance and near-term priorities.

02 / Operational excellence

- Coordinate local office operations, service standards, workplace requirements and approved supplier relationships.
- Help ensure quality handoffs between customer-facing teams, sourcing/production, payments, logistics and after-sales support.
- Design practical operating procedures with accountable owners and appropriate internal controls.
- Resolve escalated commercial and operational issues promptly, using specialist support when needed.

03 / People and culture

- Coach and manage local colleagues, maintaining transparent objectives and professional conduct standards.
- Partner with HR on hiring, onboarding, probation, development and employee experience.
- Create a disciplined culture of client service, teamwork, performance and constructive feedback.
- Maintain appropriate reporting lines and ensure people decisions follow employment policies and law.

04 / Governance and risk coordination

- Work with finance and legal advisers on business documentation, financial controls and regulatory obligations.
- Escalate matters affecting consumer protection, jewellery representations, data privacy and any applicable precious-metals regulatory registration obligations.
- Oversee reliable local records, authorised contract processes and compliance with company policies.
- Support bank, payment service provider and professional adviser interactions using accurate, complete information.

WHAT SUCCESS LOOKS LIKE

- A clear Hong Kong operating plan and consistent monthly performance review.
- Strong local service standards, effective team leadership and reduced operational issues.
- Reliable supplier/partner coordination and compliant day-to-day processes.
- A credible pipeline of local commercial opportunities and improving unit economics.

YOUR BACKGROUND AND CAPABILITIES

Essential

- Senior operations, general management or country leadership experience.
- Strong commercial and financial judgement with comfort managing budgets and trade-offs.
- Proven leadership, recruitment, coaching and execution across functions.
- Excellent stakeholder management, communication and problem-solving capability.
- Knowledge of the Hong Kong business environment and willingness to engage specialist advisers when appropriate.

Advantageous

- Luxury retail, jewellery, premium services or high-growth e-commerce experience.
- Hong Kong partnerships, supply-chain or market development relationships.
- Experience with consumer protection, import/export operations or applicable jewellery-sector controls.
- Cantonese or Mandarin alongside excellent English.

YOUR FIRST 90 DAYS

Days 1–30 | Understand and assess

Review the business model, local operations, current risks, team capability and commercial priorities. Create a documented Hong Kong operating baseline.

Days 31–60 | Establish discipline

Implement a monthly operating rhythm, performance dashboard, escalation matrix and local opportunity pipeline.

Days 61–90 | Deliver improvements

Present a practical country plan, resource recommendations and measurable improvements in service, controls or local business development.

PERFORMANCE INDICATORS

- Hong Kong commercial performance and contribution to group objectives.
- Cost control, operational accuracy and service-level performance.
- Team performance, retention and compliance completion.
- Progress on material local risks and accountable corrective actions.

REWARDS, BENEFITS AND EMPLOYEE EXPERIENCE

Generous paid leave

30 paid annual leave days per year, accrued pro rata. After 12 months of continuous service, eligible employees enter our unlimited paid annual leave programme, with reasonable manager approval, team coverage and no reduction of statutory rights.

Jewellery privileges

35% off one eligible ROSÉ DIAMONDS jewellery piece each calendar quarter, plus 15% off other eligible purchases throughout the year; exclusions and purchase rules apply.

Retirement contributions

Company pension matching of up to 5% of eligible basic salary under the applicable local plan. Hong Kong statutory MPF requirements continue to apply, with any approved matching above mandatory ceilings arranged as voluntary contributions subject to plan rules.

Recognition and experiences

Quarterly high-performer awards and potential team incentive trips, with participation and awards based on published programme criteria and business performance.

Everyday office hospitality

Complimentary unlimited soft drinks, energy drinks, coffee and other stocked beverages while working in participating company offices.

Growth and visibility

Regular feedback, professional development, cross-functional exposure and progression opportunities aligned to business needs and individual performance.

International exposure

Collaborate with colleagues, clients and partners across markets. Any future transfer or overseas assignment requires a separate written agreement, an available role and appropriate work authorisation; no overseas placement is guaranteed.

WHY THIS ROLE MATTERS

Our Hong Kong foundation supports everything we want to become globally. This role ensures that foundation is commercially strong, professionally managed and resilient.

APPLY TO LIFE AT ROSÉ

Make your next career move exceptional.

Please send your CV and a concise note explaining your interest in the position to **askhr@rosehk.com**. Include the job title in your email subject line. You can also explore our employer brand at **lifeatrose.rosehk.com**.

ROSÉ DIAMONDS (HONG KONG) LIMITED is committed to fair, merit-based hiring. We welcome applications from people of diverse backgrounds and assess candidates against the genuine requirements of the position.

IMPORTANT EMPLOYMENT INFORMATION

The information in this job profile is a recruitment summary, not a contract of employment or guarantee of benefit or incentive. All entitlements, probation, remuneration and performance incentives are subject to applicable law, a signed employment agreement and relevant written policies. Statutory leave and mandatory retirement contributions are not displaced by the enhanced benefits described. Applicants requiring immigration permission must obtain lawful work authorisation before commencing any local employment.