



Job Description

Job Title: Manager, HR Shared Service Centre EMEA

Reference: HRCM/145563

Department: HR Central

Location: Springtown, L'Derry

Reporting to: HR Director, Global HR Central

Date: August 2014

Job Summary:

With responsibility for service provision and overall operations performance, the role holder will manage the HR Shared Service Centre EMEA (HR Central) team who will provide HR information to internal customers.

Main Tasks & Responsibilities will include:

- Provide supervision role for the team, including but not limited to planning and setup of annual goals for staff aligning to higher level organizational goals, regular formal performance reviews, communication of organizational vision, mission, directives and information, staffing and work allocation, training, coaching and development.
- Lead EMEA HR Central team to manage the administration of HR manual & online transactions for core HR processes, manager & employee self service processes
- In collaboration with HR Central global resources and other HR stakeholders in the region, lead the team to provide services for HR Central customer calls & emails enquiries on general HR information, HR policies and processes, life event changes, benefits etc. Customers include company employees (managers and individual contributors), vendors and other third-parties located in the region.
- Accountable for successful establishment of the new EMEA HR Central, including staffing, equipment hardware and application software setup
- Work with HR Central leads and the project manager (of this implementation) and act as receiving leader of the transfer of HR shared service activities from current stakeholders (including US HR Central and EMEA local HR teams), oversee the transition, coordinate team resource and ensure effective integration of the transferred processes into the operations of EMEA HR Central
- Responsible for ensuring the readiness of EMEA HR Central to take on transferred processes; consults with facilitators as needed to adjust transfer schedule when required
- Responsible for processes revision and improvement for changes in business requirements post implementation.
- Lead the team in ongoing transition of HR shared services / transactional activities to EMEA HR Central (post implementation of EMEA HR Central).
- Lead the team to work with HR Central leads & peers and other functional stakeholders within the broader HR organization, analyze business operational requirements, provide input for operational optimization and design processes for EMEA HR Central to meet defined requirements
- Maintain EMEA HR Central processes and drive continuous improvement as necessary.
- Responsible for EMEA HR Central operational performance (SLA) and activity metrics.

The above statements reflect the general tasks, duties, activities and/or responsibilities necessary to describe this position and is not intended to set forth all of the specific requirements of the job. These job duties/responsibilities may change or vary in response to business needs.