



Job Description

Job Title: Human Resources Officer – HR Shared Services
Reference: HRC/170033
Department: HR Central **Reporting to:** Manager, HR Central
Location: Springtown, L'Derry **Date:** October 2017

Job Summary:

As a service specialist the role holder will utilise HR knowledge, customer service skills and advanced proficiency in Microsoft Office to provide broad administrative support across the EMEA region.

KEY RESPONSIBILITIES:

- Act as service specialist for HR Central customers with enquiries on general HR information (including HR Policies and Procedures, Recruitment & Selection, Onboarding, Compensation and Benefits). Customers include company, vendors and other third-parties.
- Provide administrative
- Administer HR transactions for core HR processes
- Support HR Central processes development, continuous improvement and service scope expansion
- Analyse HR Central operational performance and activity metric data
- Serve as operational "subject matter expert" in processes used within EMEA HR Central, providing training and coaching to other team members as required
- Support HR Central processes development, continuous improvement and service scope expansion
- Analyse HR Central operational performance and activity metric data
- Participate on a range of HR projects

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