



## Job Description

**Job Title:** Human Resources Assistant – HR Shared Services  
**Reference:** HRC/191007  
**Department:** HR Central **Reporting to:** Manager, HR Central  
**Location:** Springtown, L'Derry **Date:** April 2019

### **Job Summary:**

The role holder will provide administrative support within the HR Shared Service Centre EMEA (HR Central) team, providing HR information to internal customers.

### **KEY RESPONSIBILITIES:**

- Administer HR manual & online transactions for core HR processes, manager actions & employee self service processes
- Provide general administrative support including filing, printing and photocopying
- Act as a tier 1 service specialist for HR Central customer calls, emails and chat 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
- Maintain EMEA HR processes and support HR Leads and senior Staff to drive continuous improvement as necessary
- Support HR Central senior staff to collect and monitor operational performance and activity metric data
- Maintain or support the maintenance of personnel files including creating, archiving and retrieval, ensuring document compliance for EMEA locations through effective tracking
- Perform other human resource clerical or transactional support tasks as per instruction from management

***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***