

# HR Services Governance Lead (m/f/diverse) Original Equipment Solutions - REF83479C

## Ihre Aufgaben

### Service Governance (Internal & Outsourced BPO)

- Lead and coordinate a team of process owners responsible for workforce data management, payroll, knowledge management, Internal Control System & Audits, and service governance standards.
- Provide subject matter expertise to the service team, ensuring best practices in governance, compliance, and service delivery optimization.
- Oversee end-to-end process transitions, ensuring smooth handovers and comprehensive training for service delivery teams.
- Develop and maintain governance frameworks to ensure standardized HR service operations across internal and outsourced functions.
- Identify and implement continuous improvement initiatives, optimizing efficiency and service quality.
- Establish reporting mechanisms to track performance, identify risks, and drive accountability within the governance structure.
- Ensure compliance with regulatory requirements and industry best practices for HR service governance.

### Outsourced Service Management

- Monitor all deliverables and commitments of our outsourcing partners to ensure adherence to service level agreements (SLAs) and performance metrics.
- Act as the primary liaison for managing service commitments, compliance with Master Service Agreements (MSAs), and ensuring high-quality service delivery across all HR service functions.
- Ensure effective governance of the outsourcing relationship, including contract management, issue resolution, and escalation procedures.
- Track and analyse key performance indicators (KPIs) related to outsourced HR services, identifying areas for improvement and implementing corrective measures.
- Conduct regular service reviews with outsourcing partners, ensuring alignment with business objectives and continuous service improvement.
- Oversee change management processes for various workstreams, including new transition planning, implementation of process enhancements, and risk mitigation strategies.
- Coordinate and manage internal and external audits related to outsourced HR services, ensuring compliance with legal, regulatory, and organizational standards.
- Develop and maintain documentation and reporting frameworks to track the efficiency and effectiveness of outsourced HR operations.
- Collaborate with internal HR teams to ensure seamless integration between outsourced and in-house HR processes, fostering a unified



Job ID  
**REF83479C**

Arbeitsbereich  
**Personalwesen**

Standort  
**Hannover**

Leadership Level  
**Leading People**

Job Flexibilität  
**Hybrid Job**

Ansprechpartner  
**Ina Fischmann**

Rechtliche Einheit  
**ContiTech Vibration Control GmbH**

HR service model

## Data Quality Governance

- Manage and implement data quality standards to ensure the proper maintenance, accuracy, and integrity of workforce data.
- Develop and enforce data governance policies, ensuring alignment with organizational and regulatory requirements.
- Establish best practices and protocols for data validation, reconciliation, and continuous monitoring to maintain data accuracy and compliance.
- Drive initiatives to improve data security, privacy, and accessibility while ensuring compliance with GDPR and other relevant regulations.
- Conduct regular audits and assessments to identify data inconsistencies and implement corrective actions.

This job can be performed at any European OESL location

## Ihr Profil

- Bachelor's or Master's degree in HR Management, Accounting, Finance, Law Business Administration, or a related field.
- Several years experience in leadership positions in HR shared services, HR operations, or supplier management.
- An experienced HR governance professional with a strong background in HR shared services, data management, and outsourced services.
- Strong vendor management experience, with a background in monitoring supplier performance and ensuring SLA compliance.
- Fluent English and German language skills (written and spoken)
- Strong analytical skills to assess system issues and develop effective solutions.

Applications from severely handicapped people are welcome.

## Unser Angebot

### What we offer:

- **Hybrid schedule** - Work-life balance is important, so we offer a flexible schedule with mobile and flexible working models, sabbaticals or cross-border work
- **Corporate Benefits** - We collaborate with different vendors, and we receive discounts for various products - like restaurants, fitness programs etc.
- **System for Rewarding Improvement Ideas** - We have an internal improvement program (Continental Idea Management) that allows you to come up with ideas and to be honored with an attractive bonus (according to your improvement idea)
- **Professional development** - Many opportunities to develop yourself within the company
- **Competitive Compensation in line with your personal contribution & company performance**

Sounds interesting for you? [Click here to find out more.](#)

## Our Commitment

- **Influence:** We offer opportunities to have a greater impact and reap more rewards professionally
- **Initiative:** We encourage our people to grow, take on greater responsibilities, be innovative, and gain new capabilities
- **New Work:** We value the flexibility and agility that makes modern working possible and makes a customer-centric company successful
- **One team:** We believe in a culture of belonging to a tight team of individuals who can drive success together

**These aspects influence the selection process in building our new team of pioneers. We are an exclusive unit to belong to and look forward to meeting you!**

Ready to drive with Continental? Take the first step and fill in the online application.

## Über uns

Original Equipment Solutions (OESL) is emerging as a stand-alone global leader in the automotive sector, with over 17,000 employees and €2 billion in annual sales. Operating in 15 countries across 35 locations, including technology centers, OESL will build on Continental's rich legacy to deliver high-quality parts to major OEMs and commercial vehicle customers worldwide.

## Why Join OESL ?

- **Greater Impact:** Take part in shaping the future of a dynamic organization, with the opportunity to bring ideas to life and reap significant professional rewards.
- **Growth and Innovation:** Work in a fast-moving, environment that encourages innovation and offers opportunities for continuous growth and expanding your skill set.
- **Creative Space:** Experience the entrepreneurial spirit of a start-up culture within a global organization, enjoying both the creative freedom and the responsibility needed to thrive in modern working environments.
- **Tight-Knit Team:** Join a highly collaborative team where individuals have the power to shape their work, make meaningful contributions, and drive collective success.