

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

Your tasks

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

Field of work
Human Resources

Location
Hannover

Leadership level
Leading People

Job flexibility
Hybrid Job

Contact
Ina Fischmann

Legal Entity
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

Your profile

- 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.

Our offer

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.

About us

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.