

HR Service Governance APAC

Ihre Aufgaben

BPO Governance and Vendor Management

- Responsible for Vendor Management and overall governance for Operational Service BPO, HR Services and Local HR Service provider.
- Serve as the primary point of contact for the BPO provider, ensuring seamless collaboration and service delivery by having JFs to ensure alignment on changes and updates as well as services.
- Coordinate, monitor, ensure quality standards and compliance for regional HR services according to agreed service regional and local SLAs and KPIs.
- Coordinate and negotiate with vendors and locations HR on Change Request to ensure the implementation as per required by the locations.
- Documentations & processes are saved and kept for future reference and control.

Service Delivery for external and in-house HR Service

- Responsible as coordinator/point of contact for workforce data management, employee and HR Services, payroll & time for BPO and in-house HR Service
- Payroll activities & post-payroll for BPO countries including payroll validation, verification, salary payment, GL reconciliation, statutory validation, confirmation of payment as well as year-end activities.
- Responsible for benefits administration and operations
- Responsible as coordinator for compensation administration
- Responsible for retained tasks which are not covered by BPO
- Regular reviews and update with in-house HR and vendors on HR Services to ensure continuity and quality in services (Jour Fix, meetings etc...) are meeting the SLA and KPIs.
- Process owner for HR Services for responsible countries
- Conduct customer satisfaction survey, analyzing feedback and working out continuous improvement plan which is to be implemented.
- Manage customer's expectation and satisfaction through continuous improvement action taken

Operations and Systems Support

- Providing second level support for local key users (HR locations)
- Single point of contact for defined local key users (depending on application,
- First validation of change requests and forwarding to HR IT for further validation, documentation of change requests and of their realization
- Solve/work on incident cases as second level support, forward and align incident cases with third level support if necessary & ensure documentation of all incidents
- To coordinate, prepare and facilitate key user training, generate training documentations for key users



Job ID
REF85975E

Standort
Petaling Jaya

Leadership Level
Leading Self

Job Flexibilität
Onsite Job

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- Test delivered system changes in alignment with local key users
- Test coordination of legal change patches with local key users and HR IT & ensure corresponding test documentation

Change Request and Incident Management

- First validation of change requests and forwarding to HR IT for further validation, documentation of change requests and of their realization
- Solve/work on incident cases as second level support, forward and align incident cases with third level support if necessary & ensure documentation of all incidents

Training

- To coordinate, prepare and facilitate key user training, generate training documentations for key users

Testing

- Test delivered system changes in alignment with local key users
- Test coordination of legal change patches with local key users and HR IT & ensure corresponding test documentation

Project Management & Reporting

- Responsible to drive and organize the scope, objectives and deliverables as well as identify the resources required of future project in HR Service Management APAC example HR Digitalisation for APAC
- Responsible to monitor and keeping track of the project by proactively identify arising issues as well as the progress and make adjustment where applicable
- Responsible to communicate and report project progress or milestone as stated and agreed during the starting of the project
- Responsible for APAC Dashboard reporting for HR Service Management APAC (using power BI or any other reporting methodology for users' easy reference)

Ihr Profil

Degree or equivalent with 3-5 years experience in HR, HR Systems, vendor management, governance, process improvement, project management.

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