

Job Description:

HR Continuous Improvement & Project Analyst



Function:	Transversal Functions HR
Position:	HR Continuous Improvement and Project Analyst
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	HR Services Manager
Additional reporting line to:	
Position location:	PeopleCentre, Salford

1. Purpose of the Job – State concisely the aim of the job.

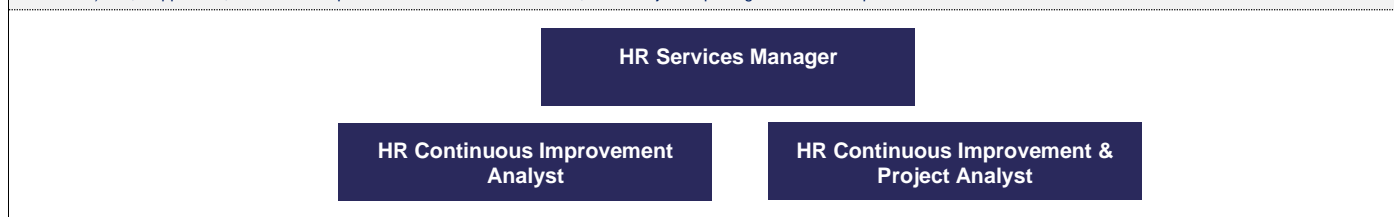
To support continuous improvement and change projects within PeopleCentre working with the HR Process, Continuous Improvement & Project Specialist to ensure the support of systems and processes that are key to the successful operation of HR Services and aligned with the strategic goals of HR Services

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics ▪ Add point

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Managing stakeholders to ensure improvement projects are delivered within agreed time and within budget.
- Identification of opportunities for joining up ways of working and team processes.
- Managing multiple improvement projects with a range of stakeholders and being able to prioritise effectively.
- Analysing a variety of data from a wide range of sources to ensure improvement efforts can be target at the biggest areas of focus.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Support review and improvement of existing HR processes that enable delivery of HR operations within the HR Shared Service Centre and escalate any serious issues as appropriate
- Liaise with PeopleCentre teams, Payroll and other departments to obtain necessary information to undertake root cause analysis for improvement initiatives
- Support the HR Shared Service Centre in the delivery of improvement projects including HR calendar events
- Support the development of new processes and access the tools required to reach a state of readiness for new work intake or mobilisation of new business
- Work closely with HR Shared Service Centre Managers to ensure that process updates are of high quality, accurate, executed in a timely manner and changes are communicated in a clear manner
- Support training of PeopleCentre team and, as needed, customer groups to ensure new and changed processes are effectively applied, including scheduling training and supporting delivery
- Support creation of training and communication materials relevant for successful delivery of change initiatives
- Ensure that all processes and documentation are robustly maintained, protecting integrity and quality of data and version, support HR Shared Service Centre teams with process map and documentation updates
- Positively promote the Sodexo employer brand, ensuring that liP and staff engagement objectives and measures are incorporated into the overall focus and strategy of the HR Shared Service Centre
- All tasks and interactions related to delivering the service are completed according to the principles & practice detailed within the Information Security Policy and any other additional security requirements for specific customer groups.
- Identify better ways of working and proactively suggest areas of improvement
- Provide hands on operational support to other Teams when required e.g. at peak times and ad hoc projects

Statements in this Job Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- New work intake has high quality supporting process documents and training materials in line with agreed delivery dates
- Effective communication and training materials exist to support continuous improvement initiatives
- Customer satisfaction on change initiatives will be measured and monitored
- Processes will be regularly reviewed and opportunities for improvement will be identified and solutions implemented
- Improvement projects will be delivered within agreed time and budget

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Highly organised and responsive, with ability to work to tight deadlines
- Good at data analysis, with a strong attention to detail
- Excellent Documentation skills
- Computer literate – Microsoft Office, especially Excel and PowerPoint.
- Sound written and verbal communication skills
- Willingness to learn new change methodology and tools
- Ability to understand ways of working across different operational areas

Desirable

- Educated to degree level or equivalent
- Knowledge of project management or change principles and experience in managing change.
- Experience of working in a shared service environment
- Process mapping experience using Microsoft Visio
- Full understanding of HR transactional processes

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

■ Growth, Client & Customer Satisfaction / Quality of Services provided	
■ Rigorous management of results	
■ Brand Notoriety	
■ Innovation and Change	■ HR Service Delivery
■ Employee Engagement	

9. Management Approval – To be completed by document owner

Version	5	Date	19/11/2019
Document Owner			