

Job Description:
**HR Process and Continuous Improvement Projects Specialist**

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| Function: | HR  |
| Position:  | HR Process and Continuous Improvement Projects Specialist |
| Job holder: | TBC |
| Date (in job since): | TBC |
| Immediate manager (N+1 Job title and name): | Carmen Drinkwater |
| Additional reporting line to: |  |
| Position location: | Salford, UK |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| To actively support the HR function by managing overall HR Process and Continuous Improvement Projects within PeopleCentre.Champion all aspects of best operational practice including process review, implementation of continuous improvement approaches and simplification of service experience within, and for, PeopleCentre service lines.Ensure that operational systems and processes that are key to the successful operation of PeopleCentre are aligned with the strategic goals of HR Transversal Function and approach for meeting service demand is effective. Ensure design methodology, approvals, change control and documentation are standardised and consistently applied. |
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| 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 |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * People manager for 2 roles
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| 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. |
| HR DirectorUK & IORGANISATION STRUCTUREHR Director- PeopleCentreHead of TalentHR Projects, Process and Intranet SpecialistHR Multi- Service AsstHR Continuous Improvement Asst |

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| **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. |
| * Fluctuating demand from service users/client groups- lack of maturity in business to forecast.
* Work with restrictions related to employment legislation and existing employee terms and conditions in implementing change project.
* Lack of understanding of the value of providing detailed information to aid completion of business impact assessments and the creation of project and communication plans to support change management strategies.
* Obtaining senior stakeholder sign off for project plans when there may be diverse views on business case and the proposed best way forward.
* Managing multiple projects with challenging timelines and range of stakeholders.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
|  **HR Process Championship*** Overall responsibility for the governance of HR processes, process maps, documentation, knowledgebase documentation and HR Intranet ensuring that all relevant systems are kept up to date.
* Ensure design methodology, approvals, version control, change control and documentation are standardised and consistently applied.
* Coordinate HR process reviews to optimise efficient application of processes, procedures and standards
* Ensure that HR processes support the delivery of HR operations within PeopleCentre and escalate any serious issues as appropriate.
* Support PeopleCentre (and wider HR function where relevant) in the delivery of improvement projects taking role of PeopleCentre workstream lead for wider projects, as well as supporting the delivery of HR calendar events and provide support to PeopleCentre Teams when required eg: at peak times.
* Develop approach for identifying demand for PeopleCentre Service, for tracking trends for service type and implementing method for meeting service requirements.
* Ensure that all processes and documentation are robustly maintained, protecting integrity and quality of data and version, support PeopleCentre teams with process map and documentation updates.

**Continuous Improvement*** Review operational performance where desired improvement has been identified, seeking effectiveness and efficiency improvements through innovation and continuous improvement.
* Assist with setup, implementation, maintenance of all new HR transactional processes, procedures and tools.
* Ensure that in implementing change relevant measures and/or Key Performance Indicators are in place and that any deviance can be identified and justified.
* Research, recommend and obtain approval for implementation of best practice that would contribute to the successful delivery of HR operations in order to champion and measure continuous improvement.

**Communications*** Support PeopleCentre managers to build and maintain strong relationships with key stakeholders
* Develop communication tools to embed change projects as necessary.
* Work closely with PeopleCentre Managers to ensure that process and intranet updates for their areas are of high quality, accurate, executed in a timely manner and changes are communicated in a clear manner.
* Act as Subject Matter expert HR Intranet, providing clear and concise advice to HR colleagues and business managers, ensuring that expertise and skills to keep HR intranet information current exists within operational teams. Provide or source training to achieve this as required.
* Positively promote the Sodexo employer brand, ensuring that IiP and staff engagement objectives and measures are incorporated into the overall focus and strategy for PeopleCentre.
* 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.
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| 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. |
| 1. Delivery of change requests are in line with requirements and within a timely manner
2. Ensure that demand requirements are fit for purpose and align to strategic objectives
3. Effective communication to and management of Stakeholders and End Users
4. Customer service satisfaction will be measured and monitored, with comments and feedback used for continuous improvement
5. Processes will be regularly reviewed and opportunities for improvement will be identified and solutions implemented
6. Projects will be delivered within agreed time and budget
7. Process mapping capability will be developed within and across PeopleCentre team
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential*** Strong Project management skills
* Highly organised and responsive, with ability to work to SLAs and tight deadlines
* Experience in creating performance reporting frameworks
* Numerate and a lateral thinker, good at data analysis, with a strong attention to detail
* Excellent Documentation skills
* Computer literate – Microsoft Office, especially Excel and PowerPoint.
* Sound stakeholder management and communication skills
* Willingness to learn new change methodology and tools
* Proven experience of working with ambiguity and managing multiple projects/tasks
* Managing and coaching others

**Desirable*** Educated to degree level or equivalent / CIPD qualified
* Experience of working in a shared service environment
* Proven SharePoint or other Intranet development experience
* Operational knowledge of SAP HCM
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
 |
| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| 9. Management Approval – To be completed by document owner |
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| Version | 4.0 | Date | 03/01/17 |
| Document Owner | Carmen Drinkwater |

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