

Job Description:
HR Continuous Improvement Analyst

|  |  |
| --- | --- |
| Function: | Transversal Functions HR |
| Job:  | HR Continuous Improvement Analyst |
| Position:  | **HR Continuous Improvement Analyst** |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Simon Jukes – HR Process, Continuous Improvement and Project Specialist |
| 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 projects within PeopleCentre. Working with the HR Process, Continuous Improvement & Project Specialist to support the successful delivery of HR Services strategic goals. |
|  |
| 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 FY21: | €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  | * Add point
 |

Draft. Version: 27-03-2014

|  |
| --- |
| 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 Process, Continuous Improvement and Project SpecialistAdd o chartHR Continuous Improvement and Project Analyst HR Continuous Improvement Analyst  |

|  |
| --- |
| **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. |
| * Identification of opportunities for joining up ways of working and team processes gained from operating across all teams
* Embedding a culture of continuous improvement within the centre
* Delivery and maintenance of the strategy created to ensure all process documentation remains up to date.
 |

|  |
| --- |
| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Analyse a variety of data from a wide range of sources to ensure improvement efforts can be targeted at the biggest areas of focus.
* Support, review and improve existing HR processes which 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.
* 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 teams 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.
* Identify better ways of working and proactively suggest areas of improvement.
* Provide administrative support for bulk employee communications.
* Log all Service Requests, when required, on the PeopleCentre Customer Service Management (CSM) system, ensuring customers are provided with a service ticket number for any unresolved queries and sufficient information has been obtained from the customer for the request to be resolve.
* Handle scheduled monthly tasks that have been identified as core operational activities for the role.
* Keep self up to date with processes and process updates across PeopleCentre operational teams.
* Be flexible, able to manage priorities and short turnaround requests.
* Identify better ways of working for the teams and communicate to the relevant PeopleCentre Team Leader
* Complete special projects and miscellaneous assignments as required
 |

|  |
| --- |
| 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. |
| * Ensure effective communication and training materials exist to support continuous improvement initiatives
* Customer satisfaction on change initiatives will be measured and monitored
* Ensure processes are regularly reviewed and opportunities for improvement will be identified and solutions implemented
 |

|  |
| --- |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential** * Demonstrable track record of agile thinking and being adaptable
* Knowledge of Lean and Continuous Improvement principles
* Ability to identify situations, which could result in potential customer complaints, in order to prevent the complaint from occurring
* Awareness of goals and standards, with ability to follow tasks through to ensure quality and PeopleCentre standards are met
* Well organised with ability to work accurately to tight deadlines
* Good verbal and written communication skills including an excellent telephone manner
* Able to work on own initiative
* Advanced user of Microsoft Office programs
* Customer service focused and committed to providing a helpful, friendly, responsive HR service

**Desirable*** Good understanding of HR processes, policies and procedures
* Good understanding of HR/Payroll interfaces and how to handle pay related queries
* Process mapping experience using Microsoft Visio
* Facilitation experience

Experience of working in a HR Shared Service Centre as part of a team or busy modern HR department  |

|  |
| --- |
| 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
 | * Innovation and Change
 |
| * Rigorous management of results
 | * Employee Engagement
 |
| * Brand Notoriety
 | * HR Service Delivery
 |

 |

|  |
| --- |
| 9. Management Approval – To be completed by document owner |
|

|  |  |  |  |
| --- | --- | --- | --- |
| Version | 1.0 | Date | 20.02.2018 |
| Document Owner | Simon Jukes |

 |