

JOB POSTING TEMPLATE

Date: 18 May 2022

Function: Human Resources

Job title: Associate Manager / Manager, HR Operations and Governance

Manager title: Senior Manager, HR Services

Job purpose

The Manager / Senior Manager, HR Operations and Governance is designed to take full accountability in implementation and administration of HR operations including: Services for whole employment cycle including onboarding, labor contract management, and offboarding. In addition, this role is accountable to ensure the overall HR legal compliance and governance for all HR activities.

Major accountabilities

1. HR Operations:

- Provide HR services to Sun Life employees including onboarding, labor contract management, and offboarding.
- Provide HR consultancy and ensure the legal compliance in managing employee relations.
- Manage service performance of vendors who providing HR services in labor contract management, leave management, and staffing.

2. Legal compliance and HR governance:

- Take lead to review and make sure that all HR operation complies with internal policies & local regulations by conducting periodic training, quarterly compliance assessment, bi-annually HR self-audit; providing findings based on interview, audit; then advising on mitigate actions and follow up.
- Consult on drafting, and publishing all HR guidance, process, manuals... and mainly act in reviewing and revising Work Rules, Collective Agreement, disciplinary policies, ...
- Act as a Risk Champion for HR Department by connecting with Risk Department to promote risk culture across HR department, embed risk mindset for HR members in daily operations, complete risk reports and other risk exercises, ...

3. Play as a key contributor in HRIS:

- Be responsible for providing input into overall HR systems architecture, strategy and planning.
- Drive data integrity within the HRIS and between systems; develop audit, research and resolution processes.
- Ensure data follows compliance needs and governs data mapping.

4. Propose new HR initiatives or solutions to improve / enhance HR effectiveness as well as HR service quality.

Other assignments (if any).

Specialized knowledge

- Bachelor's degree in Human Resources, Business Management, or related field.
- Good professional knowledge of HR and in-depth understanding of HR practice.
- Good knowledge in Labor code and its relevant regulations.
- Strong written and verbal communication skills.
- Proficient in MS Office (Word, Excel, Outlook, PowerPoint);

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Problem solving

- Strong analytical, problem solving and troubleshooting abilities.
- Problems are generally defined;

Education and experience

- Bachelor's degree in Human Resources, Business Management or related field.
- At least 5 years of experience in HR management in which at least 3 years of experience in HRIS and HR operations.
- Good professional knowledge of HR and in-depth understanding of HR practice;

Communication scope

- Provide HR services across functions for all employee's levels.
- Co-work with Regional and Corporate HRIS team in HRIS implementation, delivery, support, and maintenance.
- Co-work with other department / function leaders to propose and provide HR services in most effectively and efficiently;

Management scope

Total number of direct reports: 0

Total number of staff managed (direct and indirect):