

## JOB DESCRIPTION (JD)

### Sun Life Asia Job Evaluation Process

<b>Date:</b> _____	<b>Manager name:</b> <u>Associate Director, HR Operations</u>
<b>Job title:</b> <u>Manager, HR Operations</u>	<b>Manager title and GCF level:</b> _____
<b>Job level:</b> _____	<b>Department:</b> <u>HR Operations</u>
<b>Career track:</b> <u>Professional</u>	<b>BU/Division:</b> <u>SLVN/ Human Resources</u>

#### Job purpose

*Please provide a summary of the purpose and objective of the job.*

This role is designed to provide the HR Services and HR Operations, and support leaders, employees and HR professionals in implementing the HR programs and activities.

#### Major accountabilities

*Identify 5-6 major accountabilities of the job (not the employee). Describe these accountabilities by what is to be accomplished, how and why. Use action verbs to begin each sentence. Avoid the use of acronyms. Include the approximate percentage of time spent on accountability. The percentages below should sum up to 100.*

<p><b>1. HR Operations</b></p> <ul style="list-style-type: none"> <li>Take accountability in managing the Labor contract management practice and processes including Probation management, Labor contract renewal and appendix, Labor contract data) so that the labour contract is issued timely, compliant with all required approvals;</li> <li>Take accountability in managing vendor for HR Services and HR Operations such as: Cost control, service quality, risks assessment, improvements to policies &amp; processes and vendor's service quality.</li> <li>Coordinate with leaders, candidates, employees and other HR professionals in implementing people process (pre-boarding, onboarding, movement, separation) timely and accuracy while ensure the expected experience for all persons involved and demonstrate Sun Life culture.</li> <li>Take accountability in managing the Human Resource information system – HRIS such as Generating HR related reports, managing system upgrades, maintaining data integrity and make sure HR-related systems are regularly updated and compliant with labour regulations.</li> <li>Act as disciplinary hearing meeting secretary as assigned and other related tasks</li> <li>Suggest ideas for continuous improvement for self as well as team works/tasks/ processes</li> <li>Listen to employees and/or leaders' complaints/ comments/ concerns when they approach with professionalism and immediate escalate to higher level for next actions.</li> <li>Stay updated of changes on labour regulations and perform regular check-up/revision to ensure the governance.</li> <li>Take accountability in providing documents as required in by competent authority who conduct the audit in HR;</li> </ul>	
<p><b>2. HR Services</b></p> <ul style="list-style-type: none"> <li>Take accountability in HR Programs and Benefits implementation and enrolments for all employees such as annual medical health check, wellness activities arrangements, engagement implementation activities, .... Coordinate with Total Rewards to improve participation rates for TR programs.</li> </ul>	

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<ul style="list-style-type: none"> <li>Support Talent, Total Rewards and HRBP in their activities and plans organized in Ha Noi and Northern provinces such as but not limited to: meeting booked/arranged for interview with leaders, greeting candidate, training logistic, staff event/ seminar logistics, meeting booked/arranged for staff meeting with LTs...</li> <li>Answer to employees/ leaders' questions on HR programs, benefits, Internal Labour Rule and connect to the right HR professionals if needed.</li> <li>Being a strong advocate to Sun Life culture, support leaders and employees in activities in promoting Sun Life culture.</li> </ul>	
<p><b>3. Other tasks/projects:</b> assigned by Manager or CHRO</p>	

#### Specialized knowledge

*List specific types of technical or professional skills and knowledge required for the job.*

<ul style="list-style-type: none"> <li>Vietnam labour law</li> <li>Sun Life Vietnam policies, operating guidelines, processes related to Compensation and Benefits, Recruitment, Labour Contract, and Record Management</li> <li>Sun Life career framework, Competency Framework</li> <li>Sun Life Privacy related guideline and policy</li> <li>Sun Life Information Security guideline and policy</li> <li>Sun Life Record Management</li> </ul>
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#### Problem solving

*Outline problem solving requirements in terms of how standardized, varied, complex and interdependent problems and issues are typically faced by this job. Provide examples if necessary.*

<ul style="list-style-type: none"> <li>Ability to perform problem troubleshooting and situational analysis</li> <li>Ability to clearly and concisely express opinions, conclusions and recommendations.</li> <li>High sense of responsibility in confidential matters.</li> <li>Ability to stay calm under pressure</li> <li>Ability to handle staff/ leaders during high emotional situation</li> </ul>
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#### Education and experience

*Indicate the minimum education level and years of relevant experience required to perform the work. Include specific professional designations, licenses, registrations, if applicable.*

<ul style="list-style-type: none"> <li>Bachelor's degree with at least 5 years of experience in compensation and benefits</li> <li>Having professional certifications/ designations in Human Resources is a plus</li> <li>Able to demonstrate up to date knowledge of theory and good practices in key areas: Labor laws, HR management</li> <li>Preferred to have experience with vendor quality management</li> </ul>
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#### **Communication scope**

*Identify the level and nature of internal and external contacts with whom this job must interact regularly. Describe the reason and frequency of their communication.*

- Ability to communicate effectively and to maintain frequent interacts with internal peers at same level or leaders at one level higher.
- Having “service mindset” to respond and to handle employees and leaders’ queries
- Having “can do” attitude and possess positive mindset.