

## JOB DESCRIPTION (JD)

### Sun Life Asia Job Evaluation Process

<b>Date:</b>	June 24, 2026	<b>Department:</b>	HR Operations
<b>Job title:</b>	Manager, HR Operations	<b>BU/Division:</b>	Human Resources
<b>GCF level:</b>	5.2	<b>Career track:</b>	Individual Contributor

#### Job purpose

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

This role is responsible for delivering efficient, accurate, and compliant HR operational services across the employee lifecycle as an individual contributor. The role manages multiple concurrent tasks, coordinates effectively with stakeholders, prioritizes work based on urgency and impact, and applies sound judgement with a strong human sense to support a consistent and positive employee experience. The role also contributes to continuous improvement by identifying practical opportunities to streamline processes, improve data quality, and enhance operational effectiveness.

#### 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 each accountability. The percentages below should sum up to 100.*

<b>Employee Lifecycle Operations</b> <ul style="list-style-type: none"> <li>Execute end-to-end employee lifecycle operations, including onboarding, internal movements, employment changes, and offboarding, by coordinating daily workflows and required documentation.</li> <li>Prepare and coordinate the issuance of employment-related documents such as labor contracts, contract amendments, decisions, and official letters using approved templates and agreed processes.</li> <li>Track lifecycle transaction timelines, follow up with relevant stakeholders, and escalate issues where needed to minimize operational delays, errors, and employee experience impact.</li> </ul>	35%
<b>Payroll and Benefits Data Coordination</b> <ul style="list-style-type: none"> <li>Prepare, validate, and submit payroll and benefits input data, including new hires, terminations, employment changes, overtime, leave, and other relevant employee transactions.</li> <li>Ensure payroll-related inputs are accurate, complete, and submitted within agreed timelines to support smooth and compliant payroll processing.</li> <li>Coordinate with Payroll and relevant stakeholders to clarify data issues, resolve discrepancies, and follow up on pending information.</li> </ul>	20%
<b>Employee Data and Record Management</b> <ul style="list-style-type: none"> <li>Maintain employee data and records in HR systems and designated repositories in a timely, accurate, complete, and consistent manner.</li> <li>Ensure employee records are organized and retained in line with documentation standards, confidentiality requirements, and audit-readiness expectations.</li> <li>Perform regular checks to identify data gaps or inconsistencies and take corrective actions or follow up with stakeholders as required.</li> </ul>	15%
<b>HR Data and Reporting</b> <ul style="list-style-type: none"> <li>Support the preparation of periodic and ad-hoc HR reports by extracting, consolidating, and validating required data from relevant sources.</li> <li>Check data accuracy and reasonableness before submission to support reliable reporting and decision-making.</li> <li>Identify recurring data issues and suggest practical improvements to strengthen data quality and reporting efficiency.</li> </ul>	15%
<b>Expatriate Management</b> <ul style="list-style-type: none"> <li>Coordinate expatriate support activities, including visa, work permit, temporary residence card, and other related administrative procedures.</li> <li>Track required documents, timelines, and stakeholder inputs to support timely processing and compliance with local regulatory requirements.</li> </ul>	10%
<b>Conduct and Compliance</b> Perform assigned HR operations activities in accordance with applicable laws, company policies, data	5%

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privacy requirements, and conduct expectations. Identify potential operational or compliance risks in day-to-day work and escalate appropriately to support fair, consistent, and compliant employee outcomes.	
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#### Specialized knowledge and skills

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

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| <ul style="list-style-type: none"> <li>Solid understanding of HR Operations processes, particularly employee lifecycle administration, HR documentation, payroll input coordination, and employee records management</li> <li>Good knowledge of labor regulations, documentation requirements, data privacy principles, and compliance expectations related to HR operations</li> <li>Ability to handle multiple tasks concurrently, organize workload, and prioritize activities based on urgency, impact, and service commitments</li> <li>Effective stakeholder coordination skills, with the ability to work across employees, people leaders, HR colleagues, Payroll, and external vendors where applicable</li> <li>Strong logical thinking and problem-solving ability to analyze process gaps, identify root causes, and recommend practical improvements</li> <li>High attention to detail and accuracy in handling employee data, documents, and time-sensitive transactions</li> <li>Service mindset and human sense when handling employee matters, balancing process requirements, confidentiality, and employee experience</li> <li>Strong organization, tracking, follow-up, and documentation skills</li> <li>Proficiency in using HR systems and Microsoft Office tools for transaction processing, data management, and reporting</li> <li>Demonstrate curiosity to effectively leverage AI tools to enhance productivity, decision-making, and quality of outcomes within the role</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.*

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| <ul style="list-style-type: none"> <li>Resolve day-to-day operational issues related to employee lifecycle processes, documentation, data accuracy, and transaction timelines using logical analysis and practical judgement.</li> <li>Identify inconsistencies or gaps in employee data, documents, or process execution, determine root causes, and take corrective actions within established guidelines.</li> <li>Manage multiple requests at the same time and prioritize tasks effectively based on urgency, risk, stakeholder impact, and service commitments.</li> <li>Apply human sense when handling employee-related matters, balancing policy, process requirements, confidentiality, and employee experience.</li> <li>Escalate complex, sensitive, or high-risk issues appropriately while ensuring continuity of operations and timely stakeholder updates.</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.*

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| <ul style="list-style-type: none"> <li>Bachelor's degree in Human Resources, Business Administration, Data Analytics, or a related field</li> <li>Minimum 3–5 years of relevant experience in HR Operations or a similar operational HR role</li> <li>Experience using HR systems for employee lifecycle transactions, data maintenance, reporting, and workflow follow-up; prior exposure to Workday is preferred</li> <li>Experience in handling employee data, data validation, data reconciliation, HR documentation, and operational coordination</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.*

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| <ul style="list-style-type: none"> <li>Interact regularly with employees, people leaders, HR colleagues, Payroll, and relevant external vendors to coordinate HR operations matters, clarify requirements, follow up on pending items, and support timely resolution.</li> <li>Communicate clearly, professionally, and with a service mindset when handling employee and leader queries, applying appropriate human sense while maintaining confidentiality and process discipline.</li> <li>Provide timely updates and escalate issues to relevant parties when required to ensure alignment,</li> </ul> |
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transparency, and continuity of service delivery.

### Management scope

Total number of direct reports: 0

Total number of staff managed (direct and indirect): 0

### Metrics (if applicable)

Finance metrics (revenue, budget managed, etc.): N/A

Sales metrics (type and amount): N/A

Other metrics (specify):

Travel required (express as % of working time): N/A