



Example of Manager, HR Operations Job Description

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Our company is searching for experienced candidates for the position of manager, HR operations. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for manager, HR operations

- Lead collaboration activities related to the centralization of HR operations with key stakeholders (Finance, Audit, Legal, Information Technology, Payroll, Compensation & Benefits, Marketing Communications)
 - Lead a team providing first-line assistance to employees on general HR administrative matters, answers to questions & standard policy/procedural information
 - Provide HR case management services and support to clients
 - Serve as a point of contact for resolving issues that have been escalated
 - Develop and track team service metrics
 - How do we create standard processes that allow us to scale, while retaining agility and inventiveness?
 - As we continue to grow rapidly around the world, how do we retain our culture of customer obsession, ownership and innovation? What mechanisms can be put in place to ensure new Amazonians experience and learn the culture?
 - Become the business expert on HR data, metrics and systems, driving efficient and effective use of workforce data, analytics, COE (Center of Excellence) support
 - Advocates on behalf of employees and acts as a mediator to resolve issues
 - Provides accurate and timely information to the staff about company programs, policies and procedures
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- Subject Matter Expertise in Talent Management, Talent Acquisition, Learning Management solutions
- Demonstrated excellent oral, listening and written communication skills
- With the London studio still evolving, you will be involved in the ongoing set up of the London HR and Recruitment functions
- Formulating / implementing policy and procedure, guiding the implementation of new workflows and systems adopting existing strategies and guiding their development to suit the UK context
- Specific projects that you will be involved with during the contract period will be implementing HR software for improved absence management
- Implementing a grant-funded training programme across the London studio