

## Job Advert Details

Why join us?

The HRBS Role provides operational support for site people matters/initiatives. Partnering with relevant HR Function and Business stakeholders, the role will support the wider HR team in delivering a compelling employee experience.

The role holder shall be involved engaging with relevant external stakeholders, including Regulators, to enable Entity Governance and the Organization Brand proposition, in cyclical work pieces such as Annual Reporting and short term initiatives and expected to possess some knowledge of financial management, planning, communication, and people management processes.

In addition, the role holder supports the implementation of global strategy and governance and control framework within the GSC including but not limited to:

Statutory & Internal Compliance, ensure HSBC adheres to both internal compliance and external regulatory requirements

Payroll Tasks and Responsibilities, management and ongoing delivery of the payroll, ensuring that the GSC meets all their local country legislative responsibilities and financial reporting responsibilities whilst ensuring a smooth employee experience with all payroll related touchpoints

Vendor Management, by managing third party suppliers and processes, with assessment and adequate mitigation of risk.

Other Administrative Activities, participate and support in HR planning activities which may include financial, technological and resource planning

The Opportunity:

- Work closely with the Site leadership and the senior HR resource at the site
- Engage with relevant external stakeholders, including Regulators, to enable Entity Governance
- They would typically partner with a more senior colleague to develop solutions which they would then implement.
- The role reports (functional and entity) to the AVP HR Business Support of GSC Sri Lanka.
- The role operates at the assigned GSC but also partners with Delivery Services and Payroll teams regionally

What you'll do:

Impact on the Business/Function

- Supports HR colleagues and Business/Function lines to assist with the effective execution of HR strategies. Manage & Measure overall vendor performance ensuring effective control & governance is in place
- Payroll Tasks and Responsibilities, oversee the management and ongoing delivery of the payroll, ensuring that the GSC meets all their local country legislative responsibilities and financial reporting responsibilities whilst ensuring a smooth employee experience with all payroll related touchpoints
- Statutory & Internal Compliance, ensure HSBC adheres to both internal compliance and external regulatory requirements

Customers / Stakeholders

- Partner with site line managers and leadership to manage HR service delivery
- Strong partnership with HR COEs and GSC HR Leadership
- External labor authorities/regulators of the state
- Promote the use of HR Delivery Services proactively dealing with any associated issues
- Support the management of employee life cycle by understanding requirements and execute solutions as appropriate enhancing Business/Function client relationship

Operational Effectiveness & Control

- Managing day to day operational risks and advising on people risk related to business change initiatives, business strategies and individual cases
- Compliance to regulatory, and other local matters while operating to defined Global Standards
- Implementation of transformational change
- Champion and embed best practice management and administrative procedures in own functional area
- Possessing a strong understanding of local employment law and knowledge of access to expert advice when require
- Drive effective internal governance, reporting and solution delivery with low tolerance of underperformance and ensuring effective mitigating actions are defined, tracked and implemented.
- Ensure HSBC adheres to both internal compliance and external regulatory requirements.
- Engage with regulatory bodies and other Group functions as needed in a timely, open and transparent manner ensuring that HR remains compliant with Group requirements and standards.
- Ensure local adherence to the Global Payroll Standards, Legislative responsibilities. Payroll Risk & Control Library and Payroll Governance framework.
- Ensure compliance with Procurement Strategy, Policies and Procedures.
- Provide status reporting, governance and schedule control

Leadership & Teamwork

- To be an active and credible/valued member of the site and GSC HR team contributing to the HR Service Delivery of the Centre and its success
- To act as a "trusted advisor"
- To work effectively with the relevant HR specialist functions to ensure effective delivery of products, services and processes
- To role model the people management culture of HSBC
- Facilitate opportunities for connectivity across the HR function leveraging expertise, deliver effectively, avoiding duplication, shared good practice, simplifying processes, reducing bureaucracy, improving data quality issues and driving shared accountability.
- Take personal responsibility for understanding and agreeing performance expectations, completing the necessary mandatory training and developing the levels of capability and competence needed to be effective in the role.

## Qualifications

What you will need to succeed in the role:

Functional Knowledge

- Experience of working in an HR environment in a business partnering/HR generalist capacity supported by shared services and areas of expertise is a must.
- Deep understanding of the GSC operations, employee demographics and associated risks/challenges to be able to execute on statutory labour compliance requirements.
- A high level understanding of all aspects of HR
- Skills in managing organizational change and the ability to translate complexity and ambiguity into impactful delivery
- Highly skilled at managing relationships and conflicting priorities - Exceptional influencing skills.
- Thorough knowledge of HR FIM, GSC Human Resources policies, procedures & practices and statutory guidelines.
- Sound verbal and written communications skills, strong interpersonal skills, and assertive and professional demeanor with an ability to interact with diverse audiences.
- Ability to prioritize tasks, perform independently and work under strict guidelines.
- Ability to work under constant pressure.
- Ability to make rational decisions and navigate through complex scenarios with minimal guidance or supervision.
- Ability to understand, identify, and challenge key risks and controls that require testing within processes.
- Sound judgment, keen sense of urgency, and high level of professional and personal integrity.
- Strong teamwork, organization, complex problem resolution, initiative.
- Makes good decisions based on a mix of analysis, wisdom, experience and judgment; sought out by others for advice; operates with integrity and trust
- Management education in HR, organizational psychology, business management or a related discipline.
- Accounting, Audit, Risk or Compliance experience.
- 7-10 years of experience in HR, with a strong track record of establishing credibility and delivering results.
- Experience of implementing control frameworks within complex environments.
- Exposure to people related perspectives and industry practices.
- Exposure and understanding of employee life cycle including payroll, statutory & internal compliance activities.
- Vendor Management Experience.
- Strong focus on internal staff development and driving process efficiencies.

Want to Apply?

- All applicants must have successfully completed their probation period
- All applicants must have a minimum performance rating of Good and behavior rating of Good in the last year end appraisal
- All applicants should have served at least 18 months in their current functional role and department
- Applicant should inform their Line Manager prior to applying
- Application form should be submitted on CareerLink along with their updated CV
- All the completed applications should be submitted on CareerLink by 11:59 PM on the closing date
- Applicant should not been previously declined for the same position within the last 6 months on the date of submission of their application & the time of selection.
- Applicant should not been on ANY form of Corrective Action within the last 6 months from the date of application
- Right to work is required. Local employment rulings and restrictions will apply.
- Applicants who meet the required minimum score at the interview may be placed in a pipeline for a period of 3 months to fill any vacancies which may arise for the same position during the immediate 3 months from the IJP closure date. The final decision to place an individual in the pipeline rest with the business head concerned
- Applications of candidates who do not adhere to guidelines during any technical assessment that is conducted as part of the selection process will be disqualified and not progressed thereon.