

# Head of Global HR Operations

## About DHI

DHI is a global and independent company dedicated to working on challenges within the fields of water and environment and sustainability. Within these fields, we provide a wide range of advisory, digital advisory, research and water governance services as well as providing leading edge MIKE technologies and products to the market. At DHI, we are constantly looking for passionate and talented people who are eager to join our team.

By joining DHI, you will not only become part of a dynamic and collaborative global team of experts; you will be empowered to innovate, engage and grow in your area of expertise. DHI is committed to disseminate our knowledge effectively and across our worldwide network of offices.

## Role Purpose

We are looking for a Head of Global HR Operations to drive high-quality HR service delivery, lead a global team, and implement scalable systems and processes across multiple countries. This role is key to building a strong operational HR foundation and delivering a consistent and seamless experience for employees and leaders globally.

The successful candidate will be based in Kuala Lumpur, report to the VP, Global Business Services. The role requires a blend of strategic oversight and hands-on execution, especially in leading the implementation of SAP SuccessFactors and improving transactional HR processes.

## Key Responsibilities

- Lead global HR operations, overseeing core HR transactions across the employee lifecycle (onboarding, changes, exits etc).
- Drive the implementation of SAP SuccessFactors, including field mapping, interface design, testing, and user experience optimization.
- Ensure data accuracy, integrity, and compliance across HR systems and processes.
- Review and improve HR operational gaps across countries, standardize core processes, and adapt where needed for local requirements.
- Oversee transactional HR support in areas such as talent management, compensation cycles (including salary increases in the system), global mobility, and pensions.
- Define and track operational KPIs (eg SLA, accuracy, issue resolution) and use insights to drive service improvements.
- Build and maintain scalable HR processes with clear documentation and SOPs.
- Act as the HR Operations point of contact for key stakeholders, including HRBPs, Finance, Legal, and IT.
- Lead, coach, and develop a global team of HR professionals (~8 headcounts), fostering collaboration and accountability.

## Qualifications and personal skills

- 10+ years of HR operations experience, including 5+ years in a leadership role within a global or regional context.
- Strong expertise in HR systems implementation, ideally SAP SuccessFactors, including field mapping, workflow configuration, and interface management.
- Solid understanding of HR transactions and data across the full employee lifecycle.
- Experience managing operations across multiple countries, with the ability to apply global standards while adapting for local compliance.
- Strong stakeholder management skills, especially with cross-functional teams
- Excellent communication skills and a hands-on, "build-as-you-go" mindset.
- Exposure to payroll coordination and experience in global mobility, compensation, and pension operations is a plus.

## Ways of Working & Culture

- Operate with high autonomy while maintaining strong alignment with global and regional leaders.
- Flexible in working across time zones and cultures in a hybrid, global team setup.

- Value clear communication, inclusive decision-making, and continuous improvement.

**Office location**

You will be located in our office in Kuala Lumpur, Malaysia.

**How to apply**

Please submit your application including CV via the relevant job posting on DHI's website:

<http://www.dhigroup.com/careers>