

Senior HR Specialist

Job Overview

The Senior HR Specialist will be responsible for the control, monitoring, and correct execution of the Senior HR Operations core models, ensuring best-in-class service for our employees. The Senior HR Specialist will ensure that the procedures listed below and related to people lifecycle area are executed within the due legal framework and DHI's corporate policies, ensuring that processes are performed and delivered under an adequate environment of control and segregation of duties.

Main Responsibilities

- Coordinate and manage employee life cycle activities in SuccessFactor and on the ground with the various stakeholders relating to DHI within the perimeter and deliver the services as per their respective Service Level Agreements
- Administer HR related topics of a respective country, which contains but not limited to; recruitment, local policies, personnel administration
- All the topics have to be managed in alignment with the global processes, policies and guidelines, the local practices and the global payroll vendor.
- Create employee contracts, complete all required steps, coordinate with the various stakeholders to make an efficient and seamless on-boarding experience
- Manage the employee job change process in SuccessFactor and related systems, coordinate with external parties for immigration, relocation, training as required
- Administer termination activities, coordinate collection of assets
- Ensure data quality in SuccessFactor
- Provide any monthly and ad-hoc reports
- Queries handling through the case management via ServiceNow , providing timely and high-quality response for all queries for employees.
- Support testing of new functionality or implementations of SuccessFactor & ServiceNow
- Article knowledge Management (Creation / Update / Translation / Feedback analysis)
- Monitor data quality and identify potential issues and take pro-active measures
- Execute in compliance with DHI policies and guidelines
- Complete all activities as per the SOP and operational KPIs
- Analyze and resolve most common inquiries using step-by-step instructions provided
- Deliver high quality standard service to customers
- Continually seek out ways to improve client satisfaction
- Develop and maintain standard operating procedures (SOPs) in processes, while identifying and driving opportunities for efficiency or automation
- Continually seek out ways to improve the process and user satisfaction.
- Ensure timely completion of all mandatory company trainings and actively participate in learning sessions that will contribute significantly to your development in your current role and future career.

Location & Mobility

- The role location has a specific base but includes approx. 10% travelling per year

Skills, Knowledge & Experience

- Education:

- Bachelor's degree and or at least 5 years of experience in HR Generalist role in HR Shared Services

- Experience & Knowledge**

- 4-5 years in a role with similar responsibilities.
- Experience in supporting HR processes on a regional level.
- Understanding and practical experience with HR Operations
- Familiarity with HR tools (e.g., SuccessFactor, ServiceNow) is advantageous
- Continuous Process Improvement mindset is preferred.
- Awareness of data privacy rules (e.g., GDPR) is beneficial

- Language Skills**

- English
- Any other language preferred within the supported region.
Polish/Czech/Hungarian/...etc.