

HR Manager – Training, Quality & Audit

Practice group/Global Operations team:

International Operations

Type of Vacancy:

Permanent

Full time/Part time:

Full-Time

Location:

Birmingham

About Eversheds Sutherland:

A fantastic opportunity has arisen for a Training, Quality & Audit Manager to join the International HR Operations team normally based in Birmingham city Centre.

Eversheds Sutherland prides itself on being a great place to work. The International HR Operations team is a HR Shared Service which is at the very heart of the employee experience. You will work as part of a professional and energetic team that is at a pivotal point of change, to enhance our HR service delivery.

Description:

Working closely with the HR Service Quality and Coaching Lead you will be responsible for:

- Process mapping all processes across HR support into consistent and clear processes
- Producing thorough training guides/videos, checklists, supporting documents, across all processes
- Producing template responses for repeat queries
- Identifying opportunities for self service and process efficiencies
- Producing a training framework for the HR administrator role
- Producing a Quality Checking and Audit framework, ensuring appropriate level of quality checking for each process
- Delivering training on all processes
- Produce reporting against delivery and quality KPIs

You will need to have strong experience in Training and Quality in a fast paced HR Shared Service.

Background and experience:

- Proven Shared Service experience within Training and Quality in a large multinational organisation, ideally using SAP
- Strong experience of process mapping and implementing new frameworks

Knowledge and skills:

- Strong project management experience to manage work workload and deliverables
- Experienced in different Quality environments
- Excellent stakeholder management
- Ability to collaborate with others
- Strong communication skills, with the ability to convey information in a clear, structured, understandable manner
- Ability to work with minimal guidance in a fast pace, diverse environment, whilst remaining able to take instruction when necessary.

- Excellent MS office and experience of data mapping tools.

We're a modern, progressive law firm. We think differently and we've built a culture where individual skills and personalities can shine through. At Eversheds Sutherland, we believe that innovation comes from a culture of genuine equality and diversity and we are happy to discuss any reasonable adjustments individuals may require in the recruitment process, or once in post.

In addition to the above, Eversheds Sutherland also require awareness of and full participation in the Firm's commitment to equality and diversity, the environment and health and safety.