

People Systems Manager - SuccessFactors

About Eversheds Sutherland

Eversheds Sutherland represents the combination of two firms with a shared culture, values and commitment to client service excellence. We are each known for our commercial awareness and industry knowledge and for providing innovative and tailored solutions for every client.

As a full service law practice, we act for the public and private sector across the UK, Europe, Middle East, Africa, Asia and the US providing legal advice to clients across the Company Commercial, Employment, Labour & Pensions, Litigation and Dispute Management, and Real Estate practices.

With **74 offices** across **35 countries** worldwide, we have become one of the largest law practices in the world and a great place to work and develop your career.

Overview of the role

There has been significant investment in new HR systems – SAP EC, SAP Onboarding & Recruitment, SAP Performance & Goals & ECP, together with the need to leverage the data held in LMS, Perform & Qualtrics systems as well as other SAP solutions where are currently being implemented. Increased demand from the business for useful trends and insights on people and HR data to support strategic decisions for the firm.

The position will report directly to the Senior People Analytics Manager, based in our Birmingham Office.

Job Purpose:

- Managing the relationships with SAP and our implementation partner; leading discussions on new functionality and assessing the impact of deploying new functionality.
- Managing changes to our system configuration including ongoing projects to develop and implement additional functionality, and smaller changes requested by the business to support processes; collaborating with the wider HR Service Excellence team and IT to influence the design and delivery of applications and supporting strategic delivery aligned to the Firm's strategy.
- Planning the provisioning, testing of new versions of system software and contributing to the definition and rollout of support models.
- Managing the overall running of all our SuccessFactors applications (Employee Central, Payroll, Performance & Goals, Recruitment & Onboarding and Compensation); managing the team to resolve problems, identify opportunities and analyse underlying issues and their root causes to identify potential solutions.
- Identifying and addressing any security or data quality issue that could compromise the overall master people data management.
- Providing specialist level functional and configuration knowledge, and ensuring the team have the skills and capabilities needed to troubleshoot and fix issues that arise within SuccessFactors, in the following areas;
 - Employee Central
 - On-Boarding
 - Recruitment & Marketing
 - Compensation
 - Performance
 - Manager Self Service
 - Employee Self Service
 - Role Based Permissions

KEY SKILLS AND QUALIFICATIONS:

- A university degree or relevant experience in HR or Information Management.
- SuccessFactors Certification Employee Central, Compensation and Recruitment or equivalent.
- Minimum of 5 years of hands-on experience of SuccessFactors and SAP HR design, configuration and support experience.
- Proven experience of managing changes and releases.
- Excellent configuration and support knowledge of HR master data, structures, and portlets.

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.