

United Arab Emirates Jobs Expertini®

Global Svc Methodology Manager

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Company: ADP

Location: Dubai

Category: healthcare-practitioners-and-technical

Position Description

At ADP we are driven by your success. We engage your unique talents and perspectives. We welcome your ideas on how to do things differently and better. In your efforts to achieve, learn and grow, we support you all the way. If success motivates you, you belong at ADP. We strive for every interaction to be driven by our **CORE** values: **Insightful Expertise, Integrity is Everything, Service Excellence, Inspiring Innovation, Each Person Counts, Results-Driven, & Social Responsibility.**

Are you looking to grow your career in a global, dynamic environment with plenty of opportunities to progress?

Are you a continuous learner who embraces innovative ideas and is passionate about driving change?

Are you looking to be yourself in a culture that values equity, inclusion, and belonging and creates a safe space for diverse perspectives and insights?

If so, this may be an opportunity for you. Read on and decide for yourself.

GlobalView's Global Business Transformation team mission is to improve the associate and client experience by transformation they way they work. We are a data driven continuous improvement organization, who are always looking at ways to improve the quality, effectiveness, consistency and efficiency of the process, products, and solutions we deliver to our associates and clients.

In this role, you will be at the forefront of developing a unified global client and associate

experience. You will be essential in building global methodologies and best practices that guide our teams through their journey to create unify client global experiences. You are a change agent that recognizes that adaptability, collaboration, and continuous improvement are the keys to thriving in today's dynamic business landscape. You will empower our GlobalView service organization to break free from traditional constraints and foster a culture of flexibility, transparency, and customer-centricity.

You will be primarily responsible ensuring our Global Service Definition is up to date and aligned with the services we deliver to our clients. You will support our sales and service organizations during the sales process with questions or changes required to the Service Definition. You will be responsible for developing new, improving existing and harmonizing our methodologies and best practices, in line with our contractual service definitions, and implementing these across all regions in conjunction with regional peers.

Developing and maintaining a global methodology handbook for GlobalView Service, that will document our service at the global level, as well as the regional deviations.

You will lead and actively participate in internal projects and initiatives focused on improving existing processes and templates as well as for new offerings being developed, to facilitate the most efficient methodologies while maintaining proper balance of both client and internal business needs.

To thrive in this role, you must have to be very detail oriented, with a deep passion for process and driving changes to methodologies. You will have 5+ years of experience in transformation and/or process documentation, focusing on organizations implementing solutions like Human Resources, Payroll, Time, etc. Our journey is rarely a straight line. Therefore, you have the ability to pivot and adjust to changes. You are a continuous learner who takes pride in sharing knowledge with your team.

A little about ADP: We are a global leader in human resources technology, offering the latest AI and machine learning-enhanced payroll, tax, human resources, benefits, and much more. We believe our people make all the difference in cultivating an inclusive, down-to-earth culture that welcomes ideas, encourages innovation, and values belonging. We've received recognition as a global Best Places to Work and a recipient of many prestigious awards for diversity, equity, and inclusion, including a DiversityInc® Top 50 Company, Best CEO and company for women, LGBTQ+, multicultural talent, and more. As part of our deep DEI commitment, our CEO has joined the **OneTen** coalition to create one million jobs for Black Americans within ten years. Learn more about DEI at ADP on our YouTube channel:

WHAT YOU'LL DO:

What you can expect on a typical day:

Thought Leadership: You will provide leadership, guidance, and direction to our service, business excellence and sales organizations as it relates to the services we deliver, and how they are delivered.

Methodology Creation and Updates: Understanding the Business Unit's strategic goals allows you to function as a consultant and business partner to other groups within ADP and collaborate with peers to establish best practices. You will focus on developing and maintaining our methodology handbooks with revisions and new updates.

Flex: You will participate in task forces, strategic initiatives, stretch assignments, and collaboration opportunities with other business units as needed.

TO SUCCEED IN THIS ROLE:

Minimum 5+ years of experience in global transformation and/or implementation focusing on organizations implementing solutions like Human Resources, Payroll, Time, etc.

A college degree is not required but could set you apart. What's more important is having the skills and experience to do the job.

A demonstrated ability to develop and execute strategies and roadmaps aligned with business objectives.

Strong verbal and written communication skill, fluent in English

BONUS POINTS FOR THESE:

Certification in project management (, PMP).

Experience with Planview ProjectPlace, AgilePlace.

MS Office Tools Excel, Word, Power Bi.

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