

# United Arab Emirates Jobs Expertini®

## Group Head of Shared Services

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Company: TGC Middle East

Location: United Arab Emirates

Category: other-general

### The Role

This employment opportunity is for a Large Group into diversified businesses. • **Strategic Leadership:** Provide visionary leadership for the shared services department, aligning its objectives with the overall organizational strategy. • **Operational Oversight:** Supervise day-to-day operations of shared services, ensuring adherence to established policies and procedures for enhanced efficiency and accuracy. • **Collaborative Management:** Encourage collaboration and integration among different shared service functions, such as HR, IT, Finance, and Procurement, to promote a unified approach. • **Continuous Improvement:** Drive initiatives for continuous improvement, identifying opportunities for process optimization, automation, and improved service delivery. • **Stakeholder Engagement:** Collaborate with key stakeholders across the organization to understand their needs, ensuring that shared services meet and exceed service level agreements. • **Performance Metrics:** Develop and monitor key performance indicators (KPIs) to assess the effectiveness and efficiency of shared services, implementing strategies for improvement. • **Technology Integration:** Utilize technology solutions to streamline shared service processes, enhance data analytics, and elevate overall service delivery. • **Talent Development:** Lead efforts in talent acquisition, development, and retention within shared services, fostering a high-performing and engaged team. • **Risk Management:** Identify and address risks associated with shared service operations, ensuring compliance with relevant regulations and industry best practices. • **Cost Management:** Optimize costs within shared services while upholding high-quality service delivery. • **Communication:** Establish transparent communication channels within the shared

services group and across other departments to promote collaboration and understanding.

### Requirements

- **Leadership Expertise:** Minimum 15 years in a leadership capacity overseeing shared services or related functions, showcasing strategic and operational proficiency.
- **Collaborative Approach:** Demonstrated ability to encourage collaboration and integration across diverse shared service functions, fostering unity and efficiency.
- **Continuous Improvement:** Track record of spearheading initiatives for ongoing improvement, including process optimization, automation, and heightened service delivery.
- **Stakeholder Relationship Skills:** Proven interpersonal skills with a history of effective collaboration with key stakeholders, ensuring that shared services align with and surpass expectations.
- **Technological Proficiency:** Proficient in utilizing technology solutions to streamline processes, conduct data analytics, and enhance overall service delivery within shared services.
- **Talent Development:** Successful experience in leading talent acquisition, development, and retention within shared services, fostering a high-performance and engaged team.
- **Risk Management:** Demonstrated ability to identify and address risks associated with shared service operations, ensuring compliance with regulations and industry standards.

### About the company

TGC is an Executive search and human capital firm with our office based in Dubai, UAE. We focus on providing exceptional talent across a number of skilled experts to meet your professional and technical talent requirements throughout Middle East. The competition for qualified senior management is severe and the best candidates are passive job seekers or are based outside the Middle East region. Our researchers have access worldwide, across industries and geographies. Our success is driven by our access, experience and judgment. We differentiate ourselves by our completion rates and the positive experiences clients and candidates have working with TGC. We have an excellent understanding of the local market, with a combined experience of over 20 years of a highly skilled team, we provide organizations the highest talent to ease the recruitment process and create significant opportunities for individuals.

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