

United Arab Emirates Jobs Expertini®

Senior Manager - People Services

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Company: ManpowerGroup Middle East

Location: United Arab Emirates

Category: other-general

The Role

Our client is a large business conglomerate in the UAE. Job Summary To lead a successful operational employee services delivery model, aligning all Shared Service verticals , to improve efficiency and effectiveness of the processes within agreed SLAs. This role is accountable for the management of P&C (People & Culture) Employee service desk function which operates on multiple platforms (web, app & phone) providing consistent support and delivery of Shared Service. Job Responsibilities - Oversee the onboarding/offboarding team which manages group wide onboardings and exits from the business - - Ensure all employee documents are maintained, filed, up to date and easily accessible if required. - Manage the performance of services to employees (our customers) and ensure that service levels are achieved in line with overall organisation objectives. - Effective management of all employees enquires & complaints. - Timely escalation on issues that could significantly impact the service delivery to business Monitor and manage tickets queues & participating in escalated calls as needed.

Requirements

- Ensure compliance with P&C Policies, Security Standards and strengthen internal controls. Identify and manage key risks in P&C Shared Services processes. - Lead and manage process improvements. - Develop and standardize operating procedures and processes for Service Desk to ensure consistent customer satisfaction. - Develop plans for the resourcing of Service Desk and provide optimal coverage to support operations that enables delivery

of the agreed SLA's - Establish solutions repository and ensure quality solutions are available to the service desk team.

About the company

We lead in the creation and delivery of innovative workforce solutions and services that enable our clients to win in the changing world of work. ManpowerGroup powers the success of many of the world's most dynamic organizations. We deliver innovative workforce solutions that enhance competitiveness, increase efficiency and spur productivity. Combining global reach with local expertise - 3600 offices in over 80 countries - we know the changing world of work and bring a deep understanding of the companies we work for and the industries we service. ManpowerGroup entered the Middle East in December 2007 after acquiring local company Clarendon Parker, thus bringing 15 years in-depth local knowledge combined with a global footprint and industry shaping expertise and thought leadership. Manpower Middle East supports clients in the Middle East and North Africa regions. Our business is aligned to key skill specializations to ensure our clients requirements are met by expert and knowledgeable consultants that understand your industry and role requirement. Our consultants are experts in finding the right talent across all industries in a broad-range of occupations including: * IT & Telecommunications * Engineering & Construction, Oil & Gas * Banking, Finance & Legal * Sales & Business Development * Marketing, Public Relations & Communications * Human Resources & Training * Customer & Support Services (Secretarial and Administrative) * Operational, Supply Chain & Logistics * Executive Recruitment * Emiratization Solutions * Recruitment Program Outsourcing Solutions * Managed Service Provider Solutions * Talent Based Outsourcing Solutions * Outsourced Staffing Solutions

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