

Denmark Jobs Expertini®

People Advisor (HR and Payroll Administration)

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Company: ConvaTec

Location: Osted

Category: office-and-administrative-support

About us:

Pioneering trusted medical solutions to improve the lives we touch: Convatec is a global medical products and technologies company, focused on solutions for the management of chronic conditions, with leading positions in advanced wound care, ostomy care, continence care, and infusion care. With around 10,000 colleagues, we provide our products and services in almost 100 countries, united by a promise to be forever caring. Our solutions provide a range of benefits, from infection prevention and protection of at-risk skin, to improved patient outcomes and reduced care costs. Group revenues in 2022 were over \$2 billion. The company is a constituent of the FTSE 100 Index (LSE:CTEC). To learn more about Convatec, please visit

Change is everywhere at Convatec. It's transforming our business, and helping us improve millions of lives. And we're nowhere near finished. Across every part of our business, we're pushing for better. Join us on our journey to #ForeverCaring as a People Advisor, and you'll do the same.

This role in Workforce Administration Service Delivery team and Payroll Service Delivery teams will be based in one of our Denmark Manufacturing sites and has been created to deliver Workforce Administration services to the Convatec enterprise as part of an international team of delivery experts. People Advisor will be responsible for the successful delivery of Workforce Administration services and have the opportunity to play a role in defining, improving, and supporting our new HR Operating Model.

Key responsibilities in your role include:

- Acting as the first point of contact for supporting colleagues in resolving queries about Workforce Administration, their time and pay and reply to day-to-day HR related enquiries and referring them to specialists in each team as necessary;
- Support Workforce administration processes, such as hiring, onboarding, offboarding, promotions, personal data changes etc.;
- Support time management and payroll processes such as pay queries, time entry and approval, time off and absence requests;
- Playing an active role in knowledge management, by reviewing, updating, publishing, retiring, and monitoring the use of published HR information (policies, user guides, knowledge articles etc.);
- Building and improving knowledge base to allow our colleagues to “self-serve” HR information without the need to raise a request for help;
- Ensuring that HR requests are resolved at first contact or triaged and referred to other teams and colleagues as necessary;
- Support other HR colleagues and participate in the drive for continuous improvement for the Workforce administration and Payroll processes, identifying opportunities for improvement and supporting the implementation of solutions when necessary;
- Assist with internal communications/ relationships with relevant departments;
- Keeping up to date with legislation and how it may affect Convatec as well as developments in payroll platform;
- Analyzing company's Workforce administration processes, user feedback to identify opportunities for efficiency and simplification;
- Actively providing advice on and implementing opportunities for constant simplification and efficiency of Workforce Administration processes and organizational management;
- Supporting colleagues in both HR and beyond on new starter, mover, and leaver processes in compliance with the requirements and applicable legislation;
- Supporting the build of our new Workforce Administration processes as part of a shared service including optimizations to continuously improve our offering;
- Ensuring service delivery according to the needs for any mass changes related to Workforce Administration;
- Support and participate in the drive for continuous improvement for the Workforce Administration processes, identifying opportunities for improvement and supporting the

implementation of solutions when necessary;

- Participate in and support a culture of customer centricity and continuous improvement for Workforce administration processes to simplify the current processes and optimize our colleagues' experience of the service you provide.

Other activities in this role include:

Implementing, Testing and Stabilizing Workforce Administration and Payroll Service Delivery:

- Support the build of Workforce Administration and Payroll detailed processes (Local Work Instructions and Knowledge Transfer);
- Participate in stabilizing the Workforce Administration and Payroll services once live;
- Contribute to key performance indicators for Workforce administration, Payroll and time service delivery and proactively collaborate with colleagues to identify and implement timely improvements to maintain and exceed performance standards;
- Support the build of clear and consistent rules and guidance for resolution of requests;
- Participate in our induction program for new team members, provide feedback on the induction process and share ideas and feedback for improvement.

Service Delivery and Continuous Improvement:

- Supporting your colleagues in making changes to publicly available sources of information arising from legislative and procedural changes to starter, mover, leaver payroll and time entry processes and ensure that these are shared with all responsible parties;
- Ensuring we do what's right in terms of pre-defined local market legislation guidelines and key Workforce administration service management metrics;
- Participate in and support a culture of customer centricity and continuous improvement for Workforce administration time management and payroll processes to optimize our colleagues' experience of the service you provide;
- Along with the wider HR team, driving the ongoing development and improvement of our knowledge bases to support the expansion of shared services.

You will be part of the Service Delivery Team and collaborate closely with other HR service teams, HRIS team, HR Business Partners, Regional People Partners, IT provisioning and access team, Finance T&E team, Managers and Employees.

What We Are Looking For:

- 3-5 years of experience in customer-facing Workforce Administration and Service

Delivery roles.

- Experience in international organizational management is desirable.
- Proven experience in continuous improvement initiatives.
- Excellent computer skills, including MS 365 and MS Teams.
- Strong communication skills and adaptability to different styles and levels.
- Analytical mindset and customer focus are critical.
- Ability to thrive in an environment of ambiguity and change.
- Proactive attitude and a strong sense of ownership.
- Reporting experience is a plus.
- Appreciation and understanding of cultural differences.

Language Skills Required:

- High proficiency in English and Danish (Spoken, Written, and Read)

Working conditions:

- We support a hybrid working approach and you will be working **4 day/week** in our Denmark Manufacturing site.

Our progress will give you countless opportunities to move forward too. Seek out new challenges, and you'll find them. Stretch your thinking, and you'll find new ways to make an impact. And if you embrace the opportunity to drive your own growth, you could go further, and achieve more, than ever before.

This is a big step forward.

This is work that'll **move** you.

#LI-FT1

#LI-Hybrid

Beware of scams online or from individuals claiming to represent Convatec

A formal recruitment process is required for all our opportunities prior to any offer of employment. This will include an interview confirmed by an official Convatec email address.

If you receive a suspicious approach over social media, text message, email or phone call about recruitment at Convatec, do not disclose any personal information or pay any fees whatsoever. If you're unsure, please contact us at .

Equal opportunities

Convatec provides equal employment opportunities for all current employees and applicants for employment. This policy means that no one will be discriminated against because of race, religion, creed, color, national origin, nationality, citizenship, ancestry, sex, age, marital status,

physical or mental disability, affectional or sexual orientation, gender identity, military or veteran status, genetic predisposing characteristics or any other basis prohibited by law.

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