

JOB DESCRIPTION

Role: HR Service Delivery Officer
Reports to: Head of HR Service Delivery
Location: Australia

The Role

This is an exciting position for an experienced HR professional with an entrepreneurial mindset who is willing to embark in an international HR service provider company in Australia.

The role of a HR Service Delivery officer will take care of administration management, client relationship management and operational management of the company.

Responsibilities

- Manage the operational aspects of payroll processing and associated activities, including salary disbursement, overpayment recovery, leave management and reporting are accurate and delivered within appropriate timeframes and comply with relevant legislation
- Work closely with the Project and R&D teams to design and improve the HRIS performance for our clients
- Provide human capital management advisory services to the clients
- Assure the quality of HR project is conformed with each client's requirements
- Liaise with clients to formulate HR strategic and practical plans to address human resource matters including but not limited to:
- Provide guidance and ensure clients' HR policies and practices are fully complied with local labor ordinance and other related rules and regulation
- Conduct HR related analysis, develop reports and present insights to clients where it is necessary
- Act as the key account manager for client communication
- Attend meetings as necessary and assisting with ad hoc projects

Technical Skills and Competencies

- Familiar with Australia labour laws and regulations such as The Fair Work Act, NES & Modern Awards
- Excellent communication, interpersonal and multi-stakeholders/client management skills
- Client service centric mindset
- Independent and detail-oriented, able to work in fast-paced environment
- Ability to perform under pressure and limited time and resources
- Responsive and deadline oriented with a sense of urgency
- In-depth knowledge of HR principles, functions, methods, and best practices
- Organized and analytical, able to eliminate obstacles through creative and adaptive approaches
- Able to communicate effectively with all levels of management
- Adaptable to different work situations and with a strong entrepreneurial mindset
- Flexible and yet strong decision-making ability with a consensus approach

Relevant Experience & Qualifications

- Bachelor's degree holder in Human Resource or any relevant field
- Minimum 5 years' relevant working experience as HR Generalist or HR Consultant
- Hands-on experience in Payroll, Comp & Ben and client management experience
- Experience in using HRIS, Workday or related HR system is a plus
- Prior experience working for a HR services outsourcing provider company a plus

Useful links

- Website: www.biposervice.com
- Facebook: <https://www.facebook.com/biposvc>
- LinkedIn: <https://www.linkedin.com/company/bipo-svc/>

To apply for this role, please contact: payroll.au@biposervice.com



Make Life Easier.

About BIPO

At BIPO, our passion for technology and innovation empowers businesses across the globe with increased efficiency and convenience.

Our enterprise-ready **HR Management System (HRMS)** platform automates HR processes, simplifies workflows, and delivers actionable insights to build the best Employee Experience. Complemented by our **payroll outsourcing solutions** and **global PEO services**, we support businesses to manage today's global workforce.

We are better connected to support your payroll and people solutions needs through a global network of 27+ offices, four R&D centers, and business partners across 100+ countries.

Our products & services

- HR Management System (HRMS)
- Global Payroll and HR outsourcing
- Professional Employer Organisation (PEO)