

## **JOB DESCRIPTION**

**Role:** Regional Senior Operations Manager  
**Reports to:** Managing Director, BIPO Singapore and Indochina  
**Location:** Singapore

### **Purpose**

BIPO is seeking a Regional Senior Operations Manager in Singapore. The candidate is responsible for planning and steering resources and capacities efficiently for all operational departments including Project, Service Delivery and Support; closely aligning with business pipeline and requirements to ensure good forward planning and execution.

### **Responsibilities**

- People management: Plan and steer resources and capacities efficiently for all operational departments including Project, Service Delivery and Support; closely aligning with business pipeline and requirements to ensure good forward planning
- Service Delivery Quality and Consistency: Uphold service delivery quality and consistency across different countries.
- Legal compliance: Ensure the business/service model execution locally is in line with local statutory guidelines
- Provide guidance to staff with regard to performance and establish smart targets and key performance indicators in line with the company strategy
- Conduct regular performance reviews together with functional leaders in order to evaluate performance and results, recognize strengths and weaknesses among staff members and initiate training measures to support skills development and succession planning
- Promote cross-functional cooperation and information flow with other department/country
- Liaise with clients to formulate HR strategic and practical plans to address human resource matters, where necessary
- Serves as advisor to internal team/escalation point in the process of servicing our existing clients
- Continuously analyze competitor activities and local industry trends and attend local industry-related functions

### **Technical Skills and Competencies**

- Minimum of Bachelor's degree from a reputable university
- At least 8 years of working experience in HR BPO industry or HR role, at least 3 years of experience managing teams
- Strong operational capability, leadership and maturity
- Excellent interpersonal and functional technical skills
- Good verbal and writing ability in English



### **Useful links**

- Website: [www.biposervice.com](http://www.biposervice.com)
- Facebook: <https://www.facebook.com/biposvc>
- LinkedIn: <https://www.linkedin.com/company/bipo-svc/>

To apply for this role, please contact [\*\*asean.hr@biposervice.com\*\*](mailto:asean.hr@biposervice.com)

### **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)