
Title: Senior Manager, Contractor Care

Location: EMEA region

Company Overview

People 2.0 (www.people20.com) offers global Employer of Record (EOR) and Agent of Record (AOR) services tailored to serve two distinct client channels: Market Makers in talent and Independent Contractors.

The “Market Makers in talent” channel is comprised of services that match supply and demand for talent and consists of four segments: staffing agencies, search and recruiting firms, mass talent procurement services and consulting/compliance/contracting organizations. By utilizing People 2.0, Market Makers gain the benefit of adding EOR and AOR deployment options to the talent placement services they provide.

Headquartered in the USA, near Philadelphia, PA, People 2.0 ranks among the largest independent workforce deployment platforms in the world. Services are provided through in-country establishments in 40 countries spread across three regions - the Americas, EMEA and Asia Pacific. People 2.0 is majority owned by TPG Growth, the growth equity investment platform of TPG, one of the most prominent investment firms in the world, with the remaining equity being held by CIP Capital and People 2.0 management.

Position Overview

The Senior Manager, Contractor Care reports to the Vice President of Contractor Care and is responsible for the overall management of the Contractor Care teams who support contingent and EOR workers across EMEA. Through process improvement, controls and automations, they are responsible for ensuring that employment, compliance and contract terms and conditions are consistently met.

The Senior Manager, Contractor Care is expected to be self-directed and enjoy serving clients and employees. The successful candidate will have experience working in a fast-paced environment, requiring great attention to detail. They will operate with integrity and be responsible for employee relations.

Primary Responsibilities

- Manage personnel to ensure timely completion of all contractor care support duties, meeting client requirements across EMEA.
- Inspire, lead, manage, and monitor Contractor Care Team Leads to support day-to-day service delivery
- Evaluate existing processes and procedures to identify areas for improvements and efficiencies and making the necessary adjustments in operations.
- Develop, improve and maintain all external worker support functions and payroll compliance processes.
- As part of the company’s management team, maintain subject matter expertise in areas of responsibility and escalate areas of concern to the appropriate departments.
- Keep abreast of current country legislation, working closely with the Legal team
- Working in collaboration with Client Services, for all client lead HR issues
- Work with the team to resolve complex problems regarding employment matters
- Overall management of Contractor Care supporting all queries and processes for workers in the EMEA region
- Ensure the smooth transition from the on-boarding process to Contractor Care
- Develop and oversee pertinent control systems in relation to all Contractor Care, HR and payroll processes

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- Work closely with all business departments to understand and stay informed on client, worker and business needs
- Introduce and manage employee-level KPI's for areas of responsibility.
- Focus on continued process improvements by evaluating inefficiencies and challenging the status quo
- Establish internal control protocols and perform internal audits on a regular basis to identify any areas of exposure.
- Investigate and escalate specific cases and employment matters by involving the appropriate departments and internal resources.

Skills and Experience

- Experience in service industry; Staffing Services, Payroll Processing, or Human Resources operations experience is an advantage Exceptional customer service skills and demeanor, along with the innovative ability to communicate.
- Excellent verbal and written communication skills A high level of attention to detail.
- Professional and engaging, with solid organizational and time management skills.
- Self-directed with the ability to keep up with a very fast-paced environment.
- Be able to attend internal and external meetings with clients or workers as and when needed

Education and Qualifications

- Bachelor's degree or equivalent combination of education and experience is required.
- Minimum 5-10 years of professional experience.
- Certified Payroll Professional or HR Certification helpful, but not required.