
Title: Senior Manager, Onboarding

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 of Onboarding reports to the VP of Contractor Care and is responsible for the life cycle of the on-boarding and off boarding of AOR and EOR workers across EMEA. Through process improvement, controls and automations, they’re responsible for ensuring that employment, compliance and contract terms and conditions are consistently met via the on-boarding process.

Primary Objectives

- Manage personnel to ensure timely completion of worker on-boarding functions meeting client requirements across EMEA.
- Ensure the local internal platforms are ready to accept large volumes of on-boarding requirements
- Evaluate existing processes and procedures to identify areas for improvements and efficiencies and making the necessary adjustments.
- Develop, improve and maintain all pre-employment compliance processes, such as background screenings, worker classifications, etc.
- 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.

Specific Responsibilities

- Manage the day-to-day operations of the teams that support all on-boarding processes for workers and Independent contractors across the EMEA region
- Ensure the contractor on-boarding process and systems are in compliance to support all HR policies and legislative requirements.
- Work with the relevant teams to design consistent workflows based upon client on-boarding requirements.
- Develop and oversee pertinent control systems in relation to all on-boarding processes

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- Keep abreast of employment and labour law in the countries we service, to ensure smooth on-boarding processes
- Work closely with all business departments to understand and stay informed on client, worker and business needs
- Establish metric reporting and department and 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.
- Analyze and report on department trends to provide visibility into growth of operations.
- Be the advocate for all things to do with the on-boarding and off-boarding within the region

Education and Knowledge

- Bachelor's degree preferred, preferably with major in a business or human resource, or equivalent combination of education and experience
- At least 8-years' experience in business-to-business customer service role, focus in a compliance or human capital role preferred
- Minimum of 5 years' experience managing a team with a similar area of focus, Admin, Compliance and HR

Skills and Qualifications

- Exceptional customer service in a B2B, sales-driven environment
- Ability to maintain high levels of customer service, yet be professionally assertive when necessary
- Proactive approach to learning, researching, and developing new processes
- Superlative interpersonal skills, especially in the guidance and support of team members
- Strong ability to motivate and lead team members through change
- Superior written and verbal communication skills and professional demeanor to support frequent written and telephone communication with clients at a management level
- Analytical with good problem-solving skills and a detail orientation
- Highly organized and self-directed, with the ability to keep up in a fast-paced work environment