

HRP Global - Project Manager

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Company: TMF Group

Location: Bogotá

Category: computer-and-mathematical

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HRP Global - Project Manager

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Work type Full time

Location Bogota, Colombia

Categories Consulting Services

Office Location Colombia

PURPOSE OF THE ROLE

TMF Group is the leading provider of critical compliance and administrative services. We serve corporations, fund managers, financial institutions and private clients operating, expanding, and investing in multiple jurisdictions. We support clients by providing Legal, Regulatory, Compliance, Accounting & Tax, and HR & Payroll expertise in over 80 jurisdictions.

TMF Group is committed to offering a world class service with a focus on client specific needs to deliver an optimal global solution. A key part of TMF's Global Business Services for global and multi-jurisdictional clients involves the process of 'on boarding' a new client and coordinating the transfer of responsibility to TMF Group.

TMF is an international business that takes respect, culture and values very seriously. The ability to manage global projects and dispersed multi-cultural stakeholders is therefore of the utmost importance.

High-level, HRP Implementation and Onboarding Project Manager ("HRP PM") role purpose is delivering all Global Onboarding implementation projects in line with recognized best practice methodology enabling TMF contracted services to be delivered to the client.

This role is HRP Implementation & Onboarding Project Manager for TMF Group, and the role is part of the Global Delivery for HRP, reporting to HRP Global PMO Director (or whomever else TMF should require) e.g. May report into Program Manager as the project requires.

KEY FUNCTIONS AND RESPONSIBILITIES

A. BUSINESS DEVELOPMENT

Development of HRP onboarding practice Continuous improvement

- contributing, taking initiative and participating on improving and promoting the HRP implementation and on-boarding best practice
- improving global standards, efficiency, productivity, quality
- improving of existing processes or process maps, written process, SOPs and creating them if not available, etc

Innovation

- offering support to implement any new technology, applications, tools that might improve the HRP onboarding practice

B. PROJECTS PORTFOLIO MANAGEMENT

CLIENTS PROJECTS

Projects delivering all Global Implementation and Onboarding Projects (“Projects”) in line with recognized best practice methodology (managing risk, governance, quality assurance, issue resolution, reporting)

Point of escalation acting as main central point of contact for clients and internal stakeholders for all Projects assigned.

- Project planning and executing producing a detailed relevant project plan that includes objectives, scope, deliverables, timeliness, and resource allocation.
- aligning with clients and internal stakeholders to ensure dates are achievable
- managing interdependencies, incorporating all required Project workstreams
- creating, maintaining and updating all required project management outputs (such as but not limited to Project Plans, RAID logs, Stakeholder lists, Governance plans, Communication plans, Availability tracker, etc)
- maintaining required level of quality

Risk assessment and mitigation identifying any potential risks that might impact the Project’s success and implementing strategies to mitigate those risks Stakeholder communication.

- maintaining clear and effective communication with all Projects Client and TMF stakeholders (such as Local Offices, Technical Teams, Management/Leadership, Colleagues and others when applicable) to provide updates, address concerns, provide solutions for regular and complex problems/gaps and manage expectations (through Internal briefings, Kick Off Calls, Status Updates, SteerCos, Lessons Learnt sessions, etc).

- working closely with Solution Architects (for Global Solution Overview aspects related), Sales (for any commercial aspects related), Internal teams to ensure One TMF approach Escalation

- timely escalating resource issues, delayed project phases, missed deadlines and other planning issues
- ensuring the central support teams and/or local offices adhere to the HRP on-boarding defined procedures
- adhering to relevant escalation process, Budget management
- creating and managing the Project budget
- ensuring cost control and efforts throughout the Project are recorded
- setting, monitoring project KPIs and proposing solutions for improvement: on-time completion rate, planned hours vs time spent, budget variances and more. Projects reporting regularly updating all project management reporting tools for stakeholders and management (such as Capacity tracker, CRM, Revenue tracker, etc)

Change management managing changes to Project scope, deviations, requirements, timeliness and assessing their impact on the Project through correct Contract & Change Management standard (i.e. Change Requests, Addendums, etc.)

Documentation maintaining detailed and accurate project documentation including Project plans, schedules, meeting minutes, RAID logs, etc

Project Closure

- ensuring a smooth project closure, including proper documentation, final deliverables and knowledge transfer if needed
- ensuring any BAU requirements are set up with the appropriate teams (SLAs, KPIs, Tools, etc)

INTERNAL PROJECTS

Reporting actual performance accountable for the performance and results (revenue) offering support to Global HRP PMO Director for measuring and reporting the relevant metrics through various internal reporting such as GD&T reporting, IOS revenue reconciliation, dashboards (project analysis), Utilization reporting (including productivity), client satisfaction survey (CSAT), CRM, DAX time sheet, etc

Other internal reporting adhering to relevant internal reporting process

COMPETENCIES AND SKILLS

Key technical skills

- Project management skills
- Advanced proficiency of MS Project Online, MS Excel, MS PowerPoint, MS Word

- Intermediate proficiency of MS PMO, Power BI, MS Visio & CRM
- Knowledge of HR and Payroll processes, understanding from a generalists' perspective how payroll is set up, structure, dependencies, implications, outputs and timelines
- Basic understanding of HRP interfaces
- Fluency in English (written & oral), additional languages (e.g., Spanish, Mandarin, others) are a plus

Key soft skills

1. Effective communication: Clearly conveying project requirements, progress and updates to stakeholders and relevant parties, being able to articulate the issues and solutions
2. Collaboration: Working effectively with cross-functional multi-cultural/regional teams, workstreams, contractors or external partners involved in the project
3. Stakeholder management: Understanding and addressing the needs and expectations of various project stakeholders (from different countries and cultures)
4. Time management: Setting timeliness and ensuring project tasks are completed on schedule
5. Problem-solving: Identifying challenges and proposing solutions to overcome obstacles in the project's path
6. Adaptability:
 - Being flexible and responsive to changes in project scope or priorities
 - Adjust to challenges of managing projects across multiple countries

Other soft skills

7. Organization: Efficiently managing project documentation, schedules and resources
8. Negotiation: Engaging with stakeholders to reach agreements and make decisions that align with project objectives
9. Risk management: Identifying potential risks and implementing strategies to minimize their impact on the project
10. Attention to detail: Ensuring accuracy and precision in project documentation and deliverables
11. Analytical thinking: Evaluating project data and information to make strategic decision

EXPERIENCE AND QUALIFICATIONS

Experience required to be successful at this role.

- Minimum of 3+ years' experience in a project management role within the global services sector

- Minimum 5+ years' experience in Financial Services Industry or worked in a local payroll environment, with clear understanding of payroll processing

Type and level of education, training courses or certifications required to successfully perform this role.

- Bachelor's degree in accounting/finance or of science in human resource management - necessary

- Agile PM (Foundation and/or Practitioner) / Prince 2/ Lean Six Sigma / other project management certification – desired

Candidate profile

- Client oriented (accustomed to speaking and negotiating with client C-levels)

- Working independently, with guidance in only the most complex situations

- Has project management and HRP experience

- Flexible to manage multi-country, multi-regional projects

- Ability to coordinate with different departments/teams to set up new procedures and get those implemented

- Ability to travel as required

Advertised 26 Mar 2024 SA Pacific Standard Time

Applications close: 25 Apr 2024 SA Pacific Standard Time

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