

Escalation and Integration Lead (EMEA)

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Company: Fortive Corporate

Location: United Kingdom

Category: computer-and-mathematical

We are seeking a highly skilled and experienced HR professional to join our organization as an HR Shared Services Escalation and Integration Lead. In this critical role, you will be responsible for overseeing the escalation process and providing support for system integrations. This role will partner heavily across the HR Shared Services team and the HR Technology team to support system integration and bot fallout to ensure a seamless and accurate data between HR systems. Your expertise in HR systems and processes, along with problem-solving, process improvement, and stakeholder management will be instrumental in driving effective issue resolution and optimizing service delivery.

RESPONSIBILITIES:

Lead the escalation process within the HR Shared Services function, acting as the primary point of contact for complex or high-priority employee inquiries or issues.

Collaborate with HR teams, including HR Business Partners, Centers of Excellence, the Technology Team, and other stakeholders, to ensure timely and effective resolution of escalated and system integration matters.

Troubleshoot and resolve system integration failures, identifying root causes and implementing corrective actions.

Assist in data-related projects, such as data migration, system upgrades, and implementation of new HRIS or data management tools.

Analyze and assess escalated cases, identify root causes, and develop solutions to address

underlying issues and prevent future escalations.

Support developing a structured escalation framework, including clear guidelines, communication channels, and escalation paths, to ensure consistent and efficient handling of escalated cases.

Monitor and track escalated cases, maintaining accurate records and providing regular updates to stakeholders on the status and resolution progress.

Conduct data integrity auditing to ensure the accuracy, completeness, and consistency of data across integrated systems.

Develop and maintain data integrity auditing procedures and documentation.

Collaborate with the HR Shared Services team to identify process gaps and areas for improvement, and drive integration efforts to enhance overall service delivery.

Stay updated on HR systems procedures, and industry best practices to provide guidance and ensure compliance in escalated cases.

Analyze data and metrics related to escalations, identifying trends and opportunities for process improvement, and making recommendations to enhance service quality and prevent future escalations.

Foster a customer-focused culture within the HR Shared Services team, emphasizing empathy, responsiveness, and a commitment to delivering exceptional employee experiences.

YOU WILL BE SUCCESSFUL IN THIS ROLE IF YOU HAVE:

Strong knowledge of HR systems, processes, and best practices.

Demonstrated experience in managing and resolving complex employee inquiries or issues.

Proven experience in complex issue and system integration resolution across multiple HR systems.

Excellent problem-solving and analytical skills, with the ability to identify root causes and develop effective solutions.

Exceptional communication and interpersonal skills, with the ability to effectively engage and influence stakeholders at all levels.

Strong organizational abilities, with the capability to manage multiple priorities and meet deadlines.

Strong analytical and decision-making abilities.

Solid understanding of employment laws, regulations, and data privacy requirements.

PREFERRED QUALIFICATIONS:

Bachelor's degree in human resources, business administration, Computer Science, or a related field.

3-5 years of experience supporting troubleshooting in Core HR systems

Must be proficient in English; preferred language capabilities: German, French, Dutch, Polish, Spanish, or Italian.

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