

Job Advert Details

Role Purpose (overall high level summary of the role)

To plan, manage and execute the Employee Relations strategy and policies in order to support change & transformation while maintaining a harmonious working environment within the organization. To ensure that decisions taken in this regard are compliant with local legislations, and the Group's guidelines that apply. Provide risk-mitigated, pragmatic & pro-active advice to Regional / Country HR Teams & Business Managers for design & deployment of standardized employee relations practices by coordinating with Internal / External Legal Counsels & Specialist Functions (like Information Security, Regulatory Compliance, Financial Crime Compliance etc.) This particular role will be based in GSC Sri Lanka and additional exposure to other jurisdictions as appropriate.

Impact on the Business / Function

- Act as subject matter expert for all employee relations / employment law related aspects for HR Business Partners, HR Advisors and Business Managers; providing advisory on variety of labour and employment matters including key transformation / change initiatives / restructuring / redundancies / offshoring utilizing appropriate approach / methodology to identify associated risks with actions / decisions
- Case Managers for the ER activity (disciplinary, grievances, legal claims and complicated employment matters etc.). This will involve providing specialist advice and guidance to Businesses / Functions, investigators and internal stakeholders within the HR team as subject matter expert. Case management work may also involve conducting independent investigations, reviewing or producing investigation reports.
- Manage complex ER and whistleblowing issues and investigations and act as a point of escalation for GSC SL HR team. Coach and develop HR Investigators, as also provide appropriate, risk-weighted inputs to HR BP's and senior management on effective resolution of ER matters. May include providing formal training and periodic technical updates to client/stakeholder groups.
- Contribute to the development, implementation and maintenance of a HR management information system, analysis and reporting framework that supports and informs timely and effective business management and decision making at all levels
- Effectively engage and manage relationships with legal counsels; work on litigation strategy with respect to employment disputes; ownership & accountability for outcomes

Customers / Stakeholders

- Build strong relationships with various internal stake holders i.e. the GSC SL HR Team, Internal Legal, Specialist Functions; as also the regional and global ER team for seamless delivery of ER objectives
- Partner with Head of ER GSC – HTC Offshore, ASP and Group ER teams and External & Internal regulatory bodies
- Provide assistance where necessary for Compliance / Risk led investigations

Leadership & Teamwork

- To be an active, credible and valued member of the GSC SL HR team, contributing to achieving the local, Regional and Group ER goals as also, the success of the business
- To collaborate and work effectively with Internal Legal Teams & External Legal Counsels, the local, regional and relevant global HR team(s) and HR specialist functions to ensure effective implementation and consistent application of ER policies and procedures
- To role model the people management culture of HSBC and exemplify and apply HSBC values throughout
- To take personal responsibility for understanding and agreeing performance expectations, completing the necessary mandatory training and developing the levels of capability and competence needed to be effective in the role.

Operational Effectiveness & Control

- Compliance to Legal entity/ Country regulatory, and other local matters while operating to defined Global Standards.
- Ensure appropriate consolidation, quality audit and reporting on all conduct issues for the country.
- Effectively engage and manage relationships with legal counsels; work on litigation strategy with respect to employment disputes; ownership & accountability for outcomes for GSC SL.
- Ensure business transformation / restructures / redundancies are handled in accordance with HSBC guidelines and local regulatory requirements.
- Develop and recommend changes and improvements to operating models, procedures and practices based on subject matter expertise and understanding of HSBC and market best practice.
- Communicate and adhere to HSBC policy and procedures in order to ensure good operational, financial and project management, policy and procedural compliance and early identification and effective resolution or escalation of issues that arise.
- Implement and monitor the application of HR policies, governance frameworks, procedures, practices and standards to ensure quality, effective risk management and regulatory compliance.
- Implement and act as custodian of the important internal policies such as Global Consequence Management Framework, and local Disciplinary & Grievance Policies, Code of Conduct, etc.

Major Challenges

- Ensuring consistent implementation of Organizational guidelines around conduct, diversity, wellness etc. within a diverse, complex multi-location country ensuring appropriate balance between risk & business outcomes.
- Influence senior stakeholders within GSC SL to deliver consistent outcome for assigned responsibilities while ensuring appropriate balance between employment policy and regulations with business outcomes.
- Capability Development - Lead, coach and develop HR colleagues and Line Managers on Employee Relations Aspects. Given the young line manager profiles, cultural differences, and complex employment legal framework across GSC SL, this will be a challenge.
- Liaison with various internal stake holders i.e. Group ER, HSBC Confidential etc. to effectively strategize and manage complex issues (Disciplinary Issues, Grievances, HSBC Confidential, Executive Escalations, Capability processes etc.)

Role Context

- Collaborate and partner with HRAs, Businesses / Functions to provide appropriate support for execution of business strategies by mitigating the risk
- Provide guidelines and support businesses / function with organizational design / restructuring exercises (redundancies, offshoring etc.)
- Provide People Risk Management support to the HR function
- Provide advice regarding the management of employee relations issues, including internal investigations, and prompt problem resolution
- Support identification, assessment and mitigation of People Risks
- Lead conduct agenda, regulatory & compliance aspects within GSC SL.
- Lead and / or support (as required) delivery of the overall ER agenda within GSC SL.

Management of Risk

- Act as the first line of defence responsibilities to manage risk within the ER Function; and hold second line of defence responsibilities to set policies and guidelines, and provide advice to ensure effective management of Employee Relations across GSC SL.
- The jobholder will ensure fair treatment of our customers is at the heart of everything we do, both personally and as an organization. This will be achieved by consistently demonstrating the group values of being Open, Connected & Dependable and ensuring other colleagues uphold the same principles and behaviours of the organization.
- The jobholder will also continually reassess the operational risks associated with the role and inherent in the business, taking account of changing economic or market conditions, legal and regulatory requirements, operating procedures and practices, and the impact of new technology. This will be achieved by ensuring all actions take account of the likelihood of operational risk occurring, and also by addressing any areas of concern in conjunction with line management and/or the appropriate department

Observation of Internal Controls

- The jobholder will also adhere to and be able to demonstrate adherence to internal controls. This will be achieved by adherence to all relevant procedures, keeping appropriate records and, where appropriate, by the timely implementation of internal and external audit points, including issues raised by external regulators.
- The jobholder will implement the Group compliance policy by containing compliance risk in liaison with Global Head of Compliance, Global Compliance Officer, Area Compliance Officer or Local Compliance Officer. The term 'compliance' embraces all relevant financial services laws, rules and codes with which the business has to comply.
- This will be achieved by adhering to all relevant processes/procedures and by liaising with Compliance department about new business initiatives at the earliest opportunity. Also and when applicable, by ensuring adequate resources in place and training is provided, fostering a compliance culture and optimizing relations with regulators.

Role Dimensions

- Provide Employee Relations guidance/advice for employee based in GSC SL and other Jurisdictions.

Qualifications

Knowledge & Experience / Qualifications (For the role – not the role holder. Minimum requirements of the role.)

- More than 8 years of experience in Employee Relations / HR Business Partner / HR Legal Consultancy with in-depth understanding / knowledge of employment laws and regulations
- Strong understanding of Employee Relations Principles for handling employee grievance / conduct /Disciplinary/whistleblowing issues, business transformation, regulatory hearing / litigation management.
- Previous experience of managing complex cross functional employee relations investigations and also cross jurisdictional investigations.
- Ability to identify, analyse / evaluate and resolve ER issues and provide consultation to management.
- Strong written and communication skills with experience of management presentation, report writing, drafting guidance materials/policies etc.
- Listening, negotiation and analytical skills necessary for coaching business representatives, managers & employees.
- Demonstrated experience in effective interactions with senior management in a matrix organization.
- Good analytical, problem solving and decision making skills combined with influencing and negotiation skills.
- Proven ability to work well under pressure within demanding and changing timescales and deadlines.
- Strict adherence to the requirements of confidentiality, discretion and integrity.
- Demonstrates positive and collaborative values and behaviors ensuring they are reflected across all people delivery touch points.
- Strong customer focus and employee experience perspective, as well as external best practice and best practice understanding

Want to Apply?

- All applicants must have successfully completed their probation period
- All applicants must have a minimum performance rating of Good and behavior rating of Good in the last year end appraisal
- All applicants should have served at least 18 months in their current functional role and department
- Applicant should inform their Line Manager prior to applying
- Application form should be submitted on CareerLink along with their updated CV
- All the completed applications should be submitted on CareerLink by 11:59 PM on the closing date
- Applicant should not been previously declined for the same position within the last 6 months on the date of submission of their application & the time of selection.
- Applicant should not been on ANY form of Corrective Action within the last 6 months from the date of application
- Right to work is required. Local employment rulings and restrictions will apply.
- Applicants who meet the required minimum score at the interview may be placed in a pipeline for a period of 3 months to fill any vacancies which may arise for the same position during the immediate 3 months from the IJP closure date. The final decision to place an individual in the pipeline rest with the business head concerned
- Applications of candidates who do not adhere to guidelines during any technical assessment that is conducted as part of the selection process will be disqualified and not progressed thereon.