

# Deputy of Head of HR Operational Services

<b>Reference</b>	Deputy of Head of HR Operational Services JC-2047
<b>Department</b>	Human Resources / HR Operational Services
<b>Work time percentage</b>	100%
<b>Location</b>	Lugano, Switzerland
<b>HR contact</b>	<a href="mailto:Antonella.spaggiari@efgbank.com">Antonella.spaggiari@efgbank.com</a>
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## General Description

- Ensure HR policies are fully compliant and update respecting laws and regulations;
- Provide specialist support in the areas of labor law and taxation.
- Collaborate in the definition and elaboration of regulations and procedures
- Ensure the correct application of provisions in the area of wage payments, including the EIP administration, budgeting and forecasting,
- Ensure a consistent flow of administrative information's necessary for HR Management.
- Interact with HR Business Partners (HRBPs), Line Managers and employees on HR Processes (selection, assistance, development, remuneration and exit processes).
- Inform and advise HRBPs, Line Managers and employees on specific HR topic.
- Point of contact for questions not available on HR Self Service.
- Coordinate with other HR Competence Centers and Outsourced Services.

## Main responsibilities

- Ensure proper assistance to HRBP on employees life cycle management;
- Manage the flow of relevant HR information to the different stakeholders;
- Develop, update and advice on HR processes and rules (hiring, transfer, promotion, different leaves, dismissal, retirement,...)
- Develop and ensure the high quality of execution of administrative processes related to personnel management: entry, exit, transfers, salary adjustments, unpaid leave, etc.);
- Develop and produce HR literature such as templates for all the main topics;
- Develop and implement a new modality to prepare work certificates;
- Guarantee replacement of the team colleagues in case of absence;
- Collaborate closely with colleagues in the development and implementation of HR projects

## Skills and experience

- Commercial diploma or banking apprenticeship;
- Diploma "Specialista in Risorse Umane" or many years of experience in a similar position;
- Knowledge of and experience in managing the main HR processes;
- Strong project management, organisational and time management skills;
- Entrepreneurial attitude, strong focus on developing and delivering solutions in an high work peaks context
- Strong people and leadership skills, the ability to set and prioritise objectives and tasks;
- Teamplayer and flexible;
- Ability to manage multiple tasks simultaneously and high peaks of work;
- Accurate and detail oriented;
- Fluent in Italian and English, written and spoken. German and French are a plus.

## Our company

EFG Bank is the Swiss private banking subsidiary of EFG International. Headquartered in Zurich, it has an international network spanning Europe, Asia Pacific and Latin America, and manages assets for private clients all over the world. The bank's services comprise asset management and investment counselling, investment funds, securities brokerage, estate planning and a full array of banking services. EFG Bank offers a stimulating and dynamic work environment.

## Application

Should you wish to apply for this position, please send your complete job application by email to [antonella.spaggiari@efgbank.com](mailto:antonella.spaggiari@efgbank.com)

We will only respond to applications with a matching profile.