



HR Operations Team Lead

Montreal - Full-time - 744000083011845

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As the HR Operations Team Lead, you will play a fundamental role in supervising and optimizing the HR Shared Services operations. Reporting to the Manager, Shared Services Operations, you will lead a team of dedicated HR coordinators responsible for managing daily HR operational processes. Your expertise in team and process management will be instrumental in ensuring the smooth functioning of HR operations within the organization.

What you'll do

1. Team Management:

- Lead and supervise the Shared Services Operations team on their day-to-day operations, ensuring a high level of service and productivity.
- Assign tasks, set priorities, and ensure timely completion of deliverables.
- Provide guidance, coaching, and mentorship to team members to effectively support internal clients.
- Collaborate with team members to establish clear goals and expectations, providing regular feedback and support to foster professional growth.
- Foster a positive and collaborative work environment that encourages teamwork and continuous improvement.

2. Process Optimization:

- Evaluate existing HR operational processes and implement process improvement initiatives within the team to enhance overall efficiency & accuracy.
- Contribute to streamlining workflows to optimize service delivery and ensure compliance with HR policies and best practices.

3. Integration of New Processes:

- Collaborate with the HR Shared Services Director and transversal HR teams to integrate new processes seamlessly into the HR operations.
- Contribute to develop implementation plans and timelines for new processes, ensuring a smooth transition and minimal disruption to daily operations.

4. Quality Assurance:

- Monitor quality assurance processes to ensure the accuracy and consistency of HR service delivery.

5. Data Analysis and Reporting:

- Use HR data and metrics to assess the performance of the team.
- Give insights on team activities and key performance indicators.

6. Stakeholder Communication:

- Proactively address any concerns or issues raised by stakeholders to ensure a positive and seamless HR experience.
- Develop and maintain effective communication channels to ensure transparency and alignment.

7. Change Management:

- Lead change management initiatives related to their team's process improvements and the introduction of new HR operations.
- Provide guidance and support to the team and stakeholders to facilitate successful change implementation.

What you bring:

- Strong leadership and managerial skills, with the ability to motivate and develop a operational teams.
- Analytical mindset with a data-driven approach to decision-making
- Exceptional communication and collaboration skills (preferably in both French and English), with the capacity to influence stakeholders at all levels

What to send our way

- Your CV highlighting your education, experience, and skills

About us

Ubisoft is a global leader in gaming with teams across the world creating original and memorable gaming experiences, from Assassin's Creed, Rainbow Six to Just Dance and more. We believe diverse perspectives help both players and teams thrive. If you're passionate about innovation and pushing entertainment boundaries, join our journey and help us create the unknown!

We embrace a hybrid work model helping you stay connected with your team and aligned with business priorities, while giving you the opportunity to maintain your work-life balance. Note, that some roles are fully office-based and are not eligible for hybrid work