



An alternative career in finance

HR Operations Senior Officer – Luxembourg

Following strong organic growth we are on the lookout for bright individuals to join our team; individuals who are motivated and want to deliver excellence in fund and corporate services.

Since our inception in 2001 we have placed a strong emphasis on the personal and professional development of our employees, providing an opportunity for individuals to truly progress and shine. This investment in the people behind our services has paid off and we are proud to have maintained an industry-leading employee retention rate for over ten years.

To find out more or apply, visit aztecgroup.eu/careers, email careers@aztecgroup.eu or call us on +352 246 160 6139.

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Job Description

HR Operations Senior Officer – Luxembourg

Reports to Associate Director, Human Resources

The HR Operations service includes; HR Administration, HR Reporting, HR Systems and HR Operational procedures. The purpose of this position is to provide HR operational and administrative support to the HR team and across the Aztec Group.

Key responsibilities:

- + Expert for all onboarding, lifecycle and administrative processes, and carry them out while continually assessing where processes can be streamlined, stopped or better managed to meet agreed SLA's and KPI's and support the use of technology and transition to becoming a paperless office.
- + Administer the day to day HR operational tasks and resolve queries, while encouraging a continuous improvement culture.
- + Become a super user of the current HR system and of any new system implemented, ensuring HR technology is used to its full potential to maximise efficiency in managing group employee data and HR services.
- + Ensure queries received via the HR inbox, by telephone or in person are resolved in a timely manner and provide support where complex issues arise.
- + Carry out administration and system updates for any Human Resources employee changes.
- + Provide training and support to colleagues ensuring there is cross training for cover during periods of leave.
- + Ensure the library of instructions forms, procedures and templates is continually updated, version controlled and archived.
- + Ensure employee files are accurately maintained and leaver files archived or discarded, in line with GDPR.
- + Set high standards of accuracy, timeliness, customer service and professionalism.
- + Ensure the accuracy and quality of data held on all HR systems is maintained and that systems are utilised to their full potential, promoting automation within HR.
- + Manage report requests received from the business, ensuring they are accurate, four eyed checked and provided in line within GDPR guidelines.
- + Analyse queries to establish trends and implement solutions to reduce the amount received, i.e. FAQs, Quick Guides, workshops.
- + Participate in ad hoc projects, audits and Kaizen workshops as required.

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Key responsibilities (continued):

- + Support incident reviews where service has not met expected standards, modifying procedures and checklist controls to mitigate risks and deliver continuous improvement.
- + Administer changes required to the HR Intranet Pages.
- + Demonstrate a keen interest in relevant employment laws, legislation and best practice in all relevant jurisdictions for the Group.
- + Maintain relationship with external service providers, e.g. pre-screening provider.

Skills, knowledge, expertise:

- + HR operations related knowledge (ideally a minimum of 3 years' experience in a similar role)
- + Experience working in an environment of continuous improvement and change
- + Proven experience and knowledge of HR technology
- + Exceptional numeracy and analytical skills
- + Proven reporting experience using technology
- + Accuracy is vital and an eye for detail will be required
- + Ability to demonstrate excellent customer service skills which in turn contribute towards the team's reputation of adding value and being trusted
- + Strong internal and external communication and interpersonal skills are necessary together with the ability to develop good working relationships within the business and with other service providers
- + A great team player with a positive, supportive and encouraging attitude
- + Travel to other jurisdictional offices may be required
- + Full fluency in English is required

We will provide the training, both in house for relevant technical knowledge and also professional qualifications to enhance your professional development. You will need to be quick to learn new systems and great with people, as close working relationships between our colleagues and clients is at the heart of what we do.

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