Role Profile
HR SERVICE DELIVERY SPECIALIST
COMPANY OVERVIEW

Informa is a leading business intelligence, academic publishing, knowledge and events business. We serve commercial, professional and academic communities by helping them connect and learn, and by creating and providing access to content and intelligence that helps people and businesses work smarter and make better decisions faster.

The Academic Publishing Division produces specialist upper level books and journals in Humanities & Social Sciences, and Science, Technology & Medicine. It operates as Taylor & Francis, with other imprints including Routledge, CRC Press, Garland Science and Cogent OA, and is recognised as one of the world’s leading educational publishers. The Division publishes more than 2,400 journals and over 5,000 new books each year.

The Business Intelligence Division provides specialist data-driven intelligence and insight to professionals in niche communities around the world, enabling them to make decisions better and quicker. It has over 100 digital subscription products including Lloyd’s List, Citeline, Scrip and Ovum and caters to five vertical markets: Agribusiness, Finance, Maritime, Pharma and Telecoms, Media & Technology.

The Global Exhibitions Division connects groups seeking to develop commercial relationships and expand their business. It organises around 170 transaction-oriented Exhibitions each year, including Arab Health, World of Concrete and Vitafoods Europe, that enable specialist communities to meet face to face and conduct business. Global Exhibitions is a global business, running events in all major regions, with a growing presence in the world’s largest Exhibitions market, the US.

The Knowledge & Networking Division creates and connects communities based on the sharing of insights and learning. Its face-to-face and online conferences, events and training programmes, and its digital services, help professionals build their knowledge and network with peers. The Division focuses on communities in three major vertical markets: Global Finance, Life Sciences and Telecoms, Media & Technology. It operates from three hubs: the UK, US and Dubai.

Global Support is Informa’s fifth Division. It is the team behind the teams, comprising a central group of experts from different specialist functions that provide business services to the Group’s four Operating Division and to Informa Group. Global Support comprises functions including Group Finance, Tax & Treasury, Talent and Technology, Strategy and Business Planning. Legal, Communications, Intellectual Property and Shared Services. The three largest locations for Global Support are the UK, the US and Singapore.

Informa is a FTSE 100 company with offices in more than 20 countries and 6,500 colleagues around the world.
GUIDING PRINCIPLES

Our guiding principles represent a clear statement of what we believe in, they define our goals and provide a focus for all our activities.

These principles individually may not be unique but together help to define us and help make our company easier to understand, which makes us easier to trust and consequently easier to do business with. Companies with a clear view of what they stand for have a powerful sense of purpose that helps them to perform better and last longer. These principles also help define our ethical viewpoint, which is important as a company is influenced by what it believes in. Employees are drawn to companies that share their ethos; customers and partners want to do business with people that work to similar standards and ideals.

Individual businesses within Informa may have their own values, which focus on particular aspects or traits, but overall they support and contribute to the Informa Guiding Principles. They are the same throughout the world, reflecting the way we operate. They are flexible enough to adapt to different cultures whilst giving us a common, consistent approach.

**Commercially focused** - Informa is a business and as a business we have an obligation to all our stakeholders to be as profitable as we can. We achieve this by understanding our customer’s needs, evaluating our offer and identifying potential new revenue streams. This ensures our products and services deliver real value to individuals and their organisations.

**Acting with responsibility** - We aim to be honest and fair in all we do. We treat people with respect regardless of their background, lifestyle or position. Our commitment to Corporate Responsibility reflects our recognition that our customers, people, shareholders and communities increasingly favour companies that work in a responsible and sustainable way.

**Excellence in all we do** - We put quality first, constantly looking for better and more innovative ways to create, produce and deliver our product and services. We keep our customer in mind at all times and always try to meet and exceed their expectations by delivering the best possible results.

**Freedom to succeed** - We give our people the space and support they need to perform their roles to the best of their ability, we encourage them to make their own decisions and be responsible for the outcomes and not be hampered by bureaucracy or consensus decision making.
ROLE SUMMARY – HR SERVICE DELIVERY SPECIALIST

The HR Service Delivery Specialist is responsible for delivering HR Operational Support and Administration Services as defined within the HR Service Delivery Catalogue.

Provides excellent customer service to all colleagues by determining requirements, resolving problems, fulfilling requests, maintaining data in SAP and other Human Resources and Payroll related systems and ensuring thorough, accurate and timely responses to inquiries.

Establish effective relationships with the HRIS Team, Payroll, Benefits, Field HR Teams, and Management.

You must ensure that all company policies are adhered to. You must also ensure that duties are carried out within set time limits whilst providing an excellent level of service to all Informa customers and colleagues.

Informa takes the security and privacy of company, colleague and customer data seriously and you are responsible for working securely and supporting this within your duties.

KEY RESPONSIBILITIES

The HR Service Delivery Specialist is expected to assume the following key responsibilities plus any other reasonable duties as required:

• Provides first point of contact and excellent customer service to all colleagues, management, and field HR Teams
• Resolves employee inquiries and processes necessary inputs (personal data, job information, reporting line changes, compensation changes, etc.) into the HR Systems eg SAP, and ensure the data feeds successfully to all other HR and Payroll Systems.
• Manage the New Hires, STD/Leaves, and Termination processes in SAP and all other HR and Payroll Systems.
• Handles diverse and confidential information requiring extreme accuracy, independent judgement and discretion.
• Preparation, supply and storage of employment documentation
• Trouble-shoot HR Systems, policy and process questions from colleagues, seeking appropriate solutions in liaison with the team.
• Participate in testing for any upgrades or new system implementations.
• Undertake in peer monthly audits of the system data to check for inaccuracies or missing information to ensure data integrity.
• Coordinate the payroll process by submitting relevant and accurate information for payrolls, ensuring all dealings are strictly adhered to and appropriate and auditable documentation is in place.
• Resolve general benefits/401K administration and system issues and address general questions.
• Help to identify areas of improvement and work within the team on implementation of solutions

PEOPLE MANAGEMENT RESPONSIBILITIES

• General duty of care to colleagues
• Work collaboratively across teams/businesses
• Act as a role model to others
• Provide help and a buddy system to other members of the team depending upon your level (SSC Specific)

**SKILLS & ABILITIES**

• Good communication skills with the ability to build good relationships with a wide range of stakeholders, internal departments and key contacts
• Proficient skills in Excel, Word and Outlook are essential
• Remain approachable under pressure
• Knowledge and ability to use relevant internal systems
• Ability to act with integrity, tact and diplomacy with sensitive and confidential information and handle it in a secure and safe manner at all times
• Work as part of a team
• Ability to complete a variety of related tasks
• Pro-actively solve problems
• Excellent Customer Service skills
• Good time management skills
• Ability to be flexible within role
• Excellent oral and written communication skills
• A continuous improvement mindset with focus on the betterment of both your assigned business unit and global support

**KNOWLEDGE & QUALIFICATIONS**

• Good knowledge and understanding of all HR processes within your area
• A good knowledge of SAP system preferable
• Knowledge of best practice in a HR environment
• 4-year degree in human resources or business management preferred
• Minimum of 2 years of HR related experience or equivalent skills

**BEHAVIORAL COMPETENCIES**

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