

## Head of Outsourcing

### Description

The Head of Outsourcing will champion the development and execution of Lington and Bernie Outsourcing strategic plans. Responsible for Outsourcing objectives, outcomes, benefits and service delivery.

### Responsibilities

To ensure that effective staffing strategies and plans are in place for the outsourcing department to provide the right skills and competencies to support the clients' business needs.

Take an active role in bidding for new outsourcing businesses and the management of the existing clients

To drive the implementation of core HR processes in the outsourcing department, ensuring corporate governance and alignment to business goals.

Development of meaningful HR Strategy, plans and deliverables within the Outsourcing sector.

Identify, own and manage risks arising from the outsourcing department strategic and operational plans.

Provide a focus for customer escalation and satisfaction in the outsourcing department

Lead, motivate, mentor and develops outsourcing team directly and/or indirectly to build business capability.

Build a strong rapport across all levels from clients' senior executives to outsourced staff and key business owners.

Ensure quality candidates are in the right positions, continuously improving the quality of candidates through selection and development activities.

Provide a focus for SLA management and customer satisfaction of all clients.

Ensure the information systems and the review structure for SLAs and client satisfaction are in place and effectively followed

Implement continuous improvement processes to ensure that all HR Outsourcing operational systems and processes are fit for purpose

Provide vision and leadership to your team by managing people, performance, development, health and wellbeing issues and resources effectively and in line with relevant policies and procedures.

Provide the clients a proactive, professional advice and practical experience on employee relations issues including employment, performance management, absence, discipline and grievance matters

Attend clients' meetings, make presentations when required and generate reports within 24 hours.

Any other tasks assigned by the management/CEO

### Qualifications

Minimum of a Bachelor's Degree from a reputable institutions

Professional certification i.e. CIPM, PHRI, SPHRI, GPHRI, etc.

Master's degree in Human Resources / Business Administration

### Contacts

Interested candidates should apply through the Company website [www.lingtonandbernie.com](http://www.lingtonandbernie.com) /send CV to [jobs@lingtonandbernie.com](mailto:jobs@lingtonandbernie.com) or walk into

### Hiring organization

Lington & Bernie Consulting Ltd

### Employment Type

Full-time

### Job Location

Lagos, Nigeria

### Date posted

May 16, 2021

### Valid through

31.12.2021

Lington & Bernie Consulting Ltd, 9a Omo Osagie street, Off Awolowo road Ikoyi  
Lagos