

HR Service Delivery Consultant (ANZ)

Company Overview:

Established in 2010 and headquartered in Singapore, BIPO is a trusted provider of payroll and people solutions in **over 160 global markets**.

Our comprehensive HR offerings include **Human Capital Management solutions, Global Payroll Outsourcing,** and **Employer of Record services,** powered by our award-winning HR Management System and Athena BI (Business Intelligence) platform.

At BIPO, we deliver customised services and scalable tech-enabled solutions that automate processes, simplify workflows, and generate actionable insights.

Key Responsibilities:

- Manage the operational aspects of payroll processing and associated activities, including salary disbursement, overpayment recovery, leave management and reporting are accurate and delivered within appropriate timeframes and comply with relevant legislation
- Review of payroll policies and controls to ensure accurate, timely, and efficient payroll operation
- Work closely with the Project and R&D teams to design and improve the HRIS performance for our clients
- Provide human capital management advisory services to the clients
- Assure the quality of HR project is conformed with each client's requirements
- Be a professional consultant and lead the team to handle all employment and training visa applications and extensions processes for our client
- Liaise with clients to formulate HR strategic and practical plans to address human resource matters including but not limited to:
- Provide guidance and ensure clients' HR policies and practices are fully complied with local labor ordinance and other related rules and regulation
- Conduct HR related analysis, develop reports and present insights to clients where it is necessary
- Act as the key account for client communication, quotation preparation and client visits
- Attend meetings as necessary and assisting with HR projects

Requirements:

- Bachelor's degree holder in Human Resource or any relevant field
- Minimum 3 years' relevant working experience as HR Generalist or HR Consultant
- Hands-on experience in Payroll, Comp & Ben and client management experience
- Experience in using HRIS, or related HR system is a plus
- Prior experience working for a HR services outsourcing provider company a plus
- Fluent in English
- Familiar with Australia and New Zealand labour laws and regulations such as the Fair Work Act, Modern Awards and Holidays Act.
- Excellent communication, interpersonal and multi-stakeholders/client management skills
- Client service centric mindset
- Independent and detail-oriented, able to work in fast-paced environment

- Ability to perform under pressure and limited time and resources
- Responsive and deadline oriented with a sense of urgency
- In-depth knowledge of HR principles, functions, methods, and best practices
- Organized and analytical, able to eliminate obstacles through creative and adaptive approaches
- Able to communicate effectively with all levels of management
- Adaptable to different work situations and with a strong entrepreneurial mindset
- Flexible and yet strong decision-making ability with a consensus approach

Useful links

- Website: www.biposervice.com
- Facebook: <https://www.facebook.com/biposvc>
- LinkedIn: <https://www.linkedin.com/company/bipo-svc/>

To apply for this role, please contact [**asean.hr@biposervice.com**](mailto:asean.hr@biposervice.com).