

Vendor Operations & Transitions Partner- PLC

Job ID
REQ-10052023
May 30, 2025
India

Summary

Location: Hyderabad #LI Hybrid

Vendor Operations & Transitions Partner - PLC will support the Global Vendor Operations and Transitions Lead for People Life Cycle (PLC) in managing vendor relationships, overseeing work transitions, and ensuring the successful execution of the outsourcing strategy within the PLC function. This role is crucial in assisting with the coordination of work movements both within PLC and between PLC and external vendors, ensuring transitions are executed smoothly and in alignment with the broader strategy.

About the Role

Your responsibilities include, but not limited to:

Transition Management:

- Lead in coordinating work transitions both within PLC and between PLC and partners/vendors.
- Support the definition of transition activities, roles, and responsibilities, and ensure rigorous project tracking.
- Help develop and implement strong transition governance frameworks to ensure smooth and successful transitions.
- Collaborate with the Decision Board and Service Governance framework to facilitate work movements based on strategic needs and service requirements.
- Monitor and evaluate transition progress, addressing any issues or risks that arise to ensure on-time and successful completion.

Support for PLC Operations:

- Collaborate with PLC Operations managers across Learning Services and H2R to ensure effective delivery of outsourced services.
- Enhance the end-user experience within the organization by guiding improvements in vendor services and addressing service concerns in collaboration with PLC Operations leaders.

Enabling Vendor Accountability and Partnerships:

- Develop and maintain strong, collaborative partnerships with vendors, fostering mutual success and continuous improvement.
- Conduct regular vendor service audits to ensure compliance with contractual obligations and organizational standards.
- Review vendor documentation to ensure business continuity and mitigate risks associated with

outsourcing.

- Engage vendors to enhance performance, improve efficiency, and ensure alignment with organizational standards.
- Support the development and execution of a globally integrated outsourcing approach for PLC, ensuring consistency and alignment across all regions.
- Standardize processes and practices globally, while accommodating necessary local adaptations to enhance service quality and efficiency.
- Ensure that outsourced services meet both global standards and local requirements through close collaboration with regional teams and vendors.

Budget Management:

- Assist in managing vendor budgets, focusing on preventing overruns and ensuring effective planning and resource utilization.
- Monitor and adjust budget allocations as needed, working closely with finance to stay within financial targets.
- Ensure prudent and strategic use of vendor services, aligning spending within organizational priorities.
- Understand the terms of contracts and ensure that vendor activities and invoices meet contractual obligations.
- Assess and report on any deviations from contracted services, addressing issues promptly to maintain compliance and service quality.

Stakeholder Engagement:

- Keep stakeholders within PLC, PS&S, and other partner functions informed about vendor operations and transitions.
- Ensure stakeholders' perspectives are noted and incorporated into initiatives.
- Keep stakeholders engaged with the initiatives to ensure alignment with overall business objectives.

Minimum requirements :

- Bachelor's or Master's degree in Business Administration, Human Resources, or a related field.
- Minimum 12 years of experience in vendor management, HR operations or related fields.
- Experience in vendor frameworks and performance monitoring.
- Experience in vendor service audits and ensuring compliance.
- Financial acumen with experience in managing budgets and understanding contract terms.
- Excellent communication and relationship-building skills with senior stakeholders.

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