

# Role description

Talent Operations Analyst  
Liverpool

# The opportunity for you

## Key responsibilities

### HR Systems & Processes

- Provide first-line support for Talent Systems to all end users, troubleshooting issues and triaging any change requests which come into the shared Talent Systems team mailbox.
- Where necessary, escalating support queries to our technical IT Business Systems team and working closely with them to bring the issue to resolution for the end user.
- Provide support and guidance to Talent systems users, to help ensure that they can effectively utilise HR systems. This includes developing and enhancing our guidance materials.
- Collaborate with the Talent team to analyse HR processes and identify opportunities for automation, standardisation and improvement to increase efficiency and accuracy.
- Support with continuous process improvement, through the utilisation of technologies to ensure best practise for all users across the firm.
- Support with system changes (e.g. enhancements and upgrades), which includes consulting with end users, undertaking testing and communicating changes to key stakeholders.
- Collaborate with other Business Services teams to define system requirements and workflows.

### Job title

Talent Operations Analyst

### Recruiting manager

John Callaghan

### Department

Talent

### Working hours

Monday to Friday (09:30 – 17:30)

Working at least 3 days a week from our offices.

### Location

Liverpool

### Perm/FTC

Permanent

### Salary

Competitive

### Working pattern

Taylor Wessing supports agile working, and the Talent Acquisition team would happily have conversations with potential candidates about how we could support agile or flexible working needs.

# The opportunity for you

## Key responsibilities

### Data & Reporting

- Support with the reporting functionality within SAP SuccessFactors and support in the implementation of reporting best practise for all stakeholders.
- Create, maintain and enhance reports and dashboards to enable the Talent team to monitor HR metrics and KPIs.
- Provide guidance to Talent Systems report users on available reports and utilisation of said reports.
- Extract, analyse, and interpret HR data to provide insights and support data-driven decision-making.
- Help the Talent team maintain data integrity, through regular and ad-hoc data audit and cleansing activities.
- Support with timely third-party reporting, which extends to current and prospective clients and various external market data surveys.
- Support with any ad-hoc reporting requests from internal Talent and external stakeholders, which come into the shared Talent Systems team mailbox.

# The opportunity for you

## Knowledge, skills & experience

### Essential:

- Experience using HR systems (ideally including SAP SuccessFactors).
- Experience working in an analytical/reporting role within a HR function with a clear understanding of HR processes and people data.
- Proficient in excel including advanced functions such as: PivotTables, formulas, and data manipulation/transformation.
- Experience interpreting and analysing HR data, extracting meaningful insights and presenting in a visually compelling format.
- Ability to work to deadlines in a fast-paced environment, you are organized and can manage competing priorities with a delivery focused approach balanced with high level of attention to detail.
- Strong communication skills with the proven ability of establishing effective working relationships across a diverse set of stakeholders.
- Tenacious and resilient, using your initiative to overcome obstacles and problem solve.

### Preferred:

- Experience working within professional or financial services.

# About us

Taylor Wessing is a global law firm that serves the world's most innovative people and businesses.

Deeply embedded within our sectors, we work closely together with our clients to crack complex problems, enabling ideas and aspirations to thrive. Together we challenge expectation and create extraordinary results. By shaping the conversation in our sectors, we enable our clients to unlock growth, protect innovation and accelerate ambition.

## Our UK sector focus



Technology, Media  
& Communications



Private Wealth



Real Estate,  
Infrastructure & Energy



Life Sciences  
& Healthcare

## Our areas of expertise

- Banking & Finance
- Brands & Advertising
- Commercial & Consumer Contracts
- Competition, EU & Trade
- Copyright & Media Law
- Corporate Crime & Compliance
- Corporate/M&A & Capital Markets
- Data Protection & Cyber
- Disputes & Investigations
- Employment, Pensions & Mobility
- Environmental, Planning & Regulatory
- Financial Services Regulation
- Information Technology
- Patents & Innovation
- Private Client
- Private Equity
- Projects, Energy & Infrastructure
- Real Estate & Construction
- Restructuring & Insolvency
- Tax
- Venture Capital

## Challenge expectation, together

With our team based across Europe, the Middle East, US and Asia, we work with clients wherever they want to do business. We blend the best of local commercial, industry and cultural knowledge with international experience to provide proactive, integrated solutions across the full range of service areas.

**1200+** lawyers | **300+** partners | **28** offices | **17** jurisdictions

# About us

## The way we work

At Taylor Wessing, we never settle for average. We're creative thinkers, problem solvers and continuous learners who excel at what we do and believe our best work is still ahead of us. We are a firm that's large enough for you to achieve your ambitions, but connected enough to be a true community.

You are joining an inclusive culture that allows you to be yourself and balance your work and home commitments. You'll gain access to high-end technology, agile processes and the trust to deliver your best work in a flexible way whilst spending the balance of your time with colleagues in our offices.

## Employee development and career progression

We recognise that our business services professionals are integral to our success and are therefore dedicated to their career development. We offer comprehensive development plans designed to support the growth of our business services people in their respective roles. From technical training to softer skills, these plans are crafted to ensure that our people realise and reach their full professional potential, but also complement our firmwide strategic goals allowing both the firm and our people to flourish.

For a detailed look at these development opportunities and how they can support your career progression, please refer to our [Always Learning Brochure](#). This document will provide an in-depth view of our commitment to skill development and show you the support network available as you advance within Taylor Wessing.

# About us

## Investing in you | Tailored benefits

Your wellbeing is always our priority and we are proud to offer bold and progressive ways of working alongside an excellent range of benefits and perks designed to support you and your family.

### Key benefits

- 25 days' annual leave
- Life assurance
- Group personal pension – salary sacrifice
- Income protection
- In-house and digital GP services

### Health and wellness benefits

- Annual wellbeing allowance
- Private medical insurance (individual)
- Health assessments
- Dental insurance
- Critical illness insurance
- Flu vaccinations
- Eye tests
- Employee assistance programme
- GymFlex
- Counselling sessions

### Lifestyle benefits

- Enhanced family leave – after one year qualifying service, you are entitled to up to 26 weeks leave full pay if you or your partner give birth or adopt a child
- Salary sacrifice electric car scheme (UK staff only)
- Cycle to work scheme
- Payroll giving
- Technology loan
- Health cash plan
- National Art Pass
- Financial wellbeing support
- Interest free season ticket loan
- Cloud Nine – our subsidised restaurant and coffee bar (London only)

# Taylor Wessing in Liverpool



We planted our roots in Liverpool in 2018 and have a permanent presence in Edward Pavilion. Sitting on the vibrant Royal Albert Dock, our investment in this award-winning, state-of-the-art space cemented our commitment to the city and our Liverpool team has grown significantly since.

## Why Liverpool?

Liverpool is synonymous with innovation, creativity and dynamism, all of which make it a natural home for us. We're proud to be part of Liverpool's business community alongside many of the technology and pharmaceutical companies that form the core of our client base.

We've built deep ties with the city since opening our Liverpool office, establishing a relationship with Tate Liverpool, supporting local charitable initiatives and schools and working with The Conservation Volunteers to improve local green spaces.

## Our Liverpool team

Teams based in our Liverpool office support our UK and international business operations, including:

- IT
- Finance
- Talent
- Risk
- Business Transformation
- Business Development, Marketing and Communications.

We also have a number of lawyers based in our Liverpool office, including members of our Disputes and Investigations, Employment and Real Estate groups, as well as members of our Trade Mark practice and Paralegal Operations team.

Anyone who works for Taylor Wessing in Liverpool becomes part of a fully integrated, UK-wide team. This is a fantastic firm for talented people who are intellectually curious, ambitious and want to work in one of the UK's most famous cities.



# Our values

## What we stand for

We are a community of independent thinkers, connected by our values and our drive to challenge expectation. Our values shape what we do and how we do it. We have built a team that reflects the firm's core values and which exemplifies inclusivity. To learn more, [click here](#).

Excellence

Creative

Responsible

Team

Integrity

Respect

## Acting responsibly, together

We're committed to being a responsible business and taking accountability for our actions.

We have high ethical standards and take care of our people. We're reducing the footprint we leave in nature and engaging with our communities through cultural and charity work. Being a responsible business means we're active members of our broader society, of the legal community, and of our clients' sectors.

Whether it's building an inclusive workplace, reducing our waste or supporting the arts; we're actively working together to build a better business, and a more sustainable world.

Find out more about our responsible business initiatives [online](#).

Read our latest impact report by clicking the link below.



## Our Responsible Business Impact Report 2023

# Diversity & Inclusion

## Mansfield Certification



We are proud to announce that we have achieved Mansfield Rule UK Certification Plus for the 2023–2024 period, reaffirming our dedication to diversity, equity, and inclusion within the legal sector.

We're committed to delivering an inclusive culture and a progressive environment where we empower all our people to lead, learn and grow. The Mansfield Rule keeps us and the wider legal profession accountable for achieving and surpassing these goals; over the last year alone the Mansfield Rule has helped us continue to focus on monitoring our recruitment and promotion activities, as well as improving the diversity of our firm.

We've seen tangible changes in our firm from championing diverse voices across all areas of our business, something we want to see continue to flourish in the years to come and with Mansfield as a key partner in building in an inclusive environment for all.

To read more about this fantastic achievement please [click here](#)

## Inclusive Recruitment Charter

Take a look at our new Inclusive Recruitment Charter...

The Charter builds on some of our great initiatives from the last year, like taking part in the 10,000 Black Interns programme, introducing mandatory inclusion training for all our people, and achieving Mansfield Certification Plus.

Learn more about our commitments to being a responsible business by [clicking here](#)

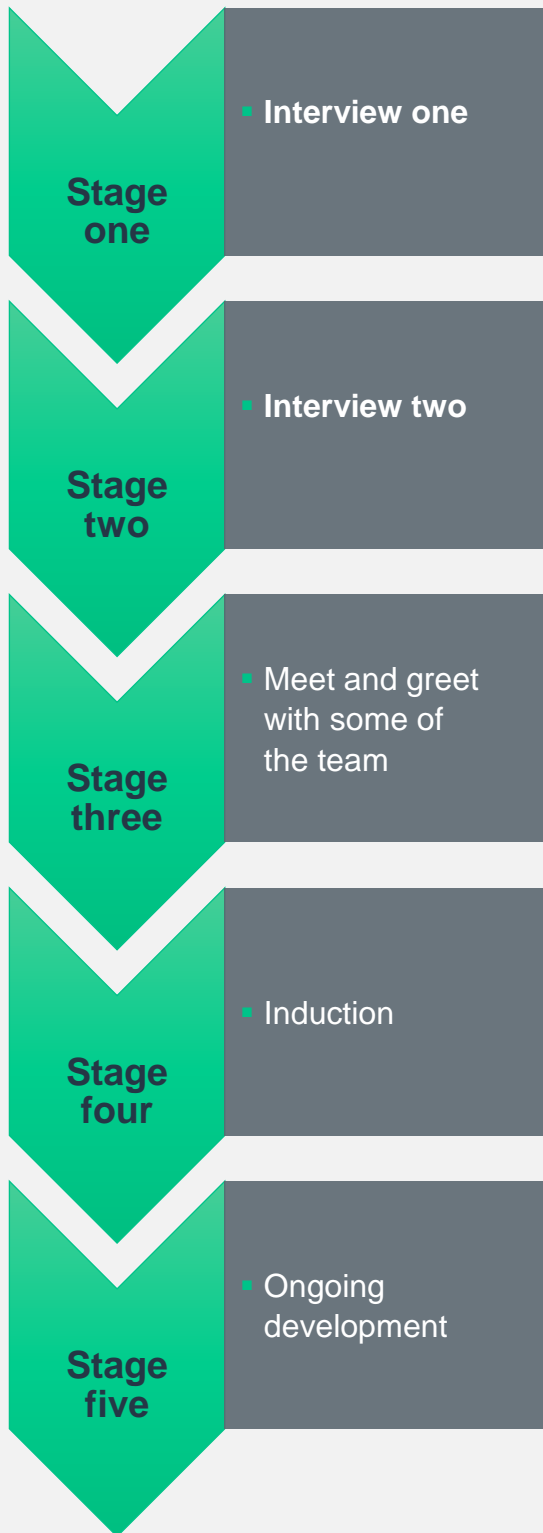
## Responsible Business Networks

We embrace individuality and bring diverse teams together, creating an inclusive work environment where all of our talent can flourish. Our inclusion programme has five priority areas, each with partner champions and network groups, in addition to other networks and societies that bring people together within the responsible business programme.

### Our current networks include:

- Arts Society
- Balance in Business - our gender balance network
- Cultural Diversity network
- equaliTW - our LGBTQ+ network
- Family Matters network
- Social Mobility network
- Sustainability network
- Wellbeing network

# Your recruitment journey



**Rob Fowler**  
Head of Talent Acquisition  
+44 20 7300 4841  
[r.fowler@taylorwessing.com](mailto:r.fowler@taylorwessing.com)



**Hannah Jackson**  
Senior Recruitment Manager  
+44 203 077 7262  
[h.jackson@taylorwessing.com](mailto:h.jackson@taylorwessing.com)



**Sara Gordon**  
Senior Talent Acquisition Manager  
+44 1513355139  
[s.gordon@taylorwessing.com](mailto:s.gordon@taylorwessing.com)



**Kendell Woods**  
Recruitment Advisor  
+44 151 335 5192  
[k.woods@taylorwessing.com](mailto:k.woods@taylorwessing.com)



**Lottie Williams**  
Recruitment & Onboarding Advisor  
+44 151 335 5191  
[ch.williams@taylorwessing.com](mailto:ch.williams@taylorwessing.com)



**Daniel Cheasley**  
Senior Recruitment Advisor  
+44 20 7300 4965  
[d.cheasley@taylorwessing.com](mailto:d.cheasley@taylorwessing.com)

Please contact us if you require any adjustments to your application or our recruitment process.

**2000+** people  
**1200+** lawyers  
**300+** partners  
**28** offices  
**17** jurisdictions

<b>Argentina*</b>	Buenos Aires	<b>Mexico*</b>	Mexico City
<b>Austria</b>	Klagenfurt   Vienna	<b>Netherlands</b>	Amsterdam   Eindhoven
<b>Belgium</b>	Brussels	<b>Nicaragua*</b>	Managua
<b>Brazil*</b>	Belo Horizonte   Brasilia   Rio de Janeiro   São Paulo	<b>Panama*</b>	Panama City
<b>Chile*</b>	Santiago de Chile	<b>Poland</b>	Warsaw
<b>China</b>	Beijing   Hong Kong   Shanghai	<b>Portugal*</b>	Braga   Lisbon   Porto
<b>Colombia*</b>	Bogotá   Bogotá, main office	<b>Puerto Rico*</b>	San Juan
<b>Costa Rica*</b>	Guanacaste   San José	<b>Republic of Ireland</b>	Dublin
<b>Czech Republic</b>	Brno   Prague	<b>Slovakia</b>	Bratislava
<b>Dominican Republic*</b>	Santo Domingo	<b>South Korea**</b>	Seoul
<b>Ecuador*</b>	Cuenca   Guayaquil   Manta   Quito	<b>Spain*</b>	Barcelona   Canary Islands   Madrid   Pamplona   Seville   Valencia   Vitoria   Zaragoza
<b>El Salvador*</b>	San Salvador	<b>UAE</b>	Dubai
<b>France</b>	Paris	<b>Ukraine</b>	Kyiv
<b>Germany</b>	Berlin   Düsseldorf   Frankfurt   Hamburg   Munich	<b>United Kingdom</b>	Cambridge   Liverpool   London
<b>Guatemala*</b>	Guatemala	<b>Uruguay*</b>	Montevideo
<b>Honduras*</b>	San Pedro Sula   Tegucigalpa	<b>USA</b>	New York   San Francisco
<b>Hungary</b>	Budapest		

\* Powered by our strategic alliance with leading law firm ECIJA

\*\* In association with DR & AJU LLC

© Taylor Wessing LLP 2024

Taylor Wessing statistics published are correct as of 1 January 2024.

This publication is not intended to constitute legal advice. Taylor Wessing entities operate under one brand but are legally distinct, either being or affiliated to a member of Taylor Wessing Verein. Taylor Wessing Verein does not itself provide services. Further information can be found on our regulatory page at:

[www.taylorwessing.com](http://www.taylorwessing.com)

**TaylorWessing**