**NextTech Hire-to-Retire (H2R) Roles & Responsibilities Document**

**1. Executive Summary**

This document defines the three-tiered role architecture (Strategic, Operational, Support) and accountabilities for NextTech’s H2R process, covering talent acquisition, development, rewards, and retirement.

**2. Tiered Role Architecture**

**2.1 Strategic Leadership (Tier 1)**

| **Role** | **Key Responsibilities** |
| --- | --- |
| **Chief Human Resources Officer (CHRO)** | Oversee H2R strategy, workforce planning, and compliance with EU labor regulations. |
| **VP – Talent & Culture** | Drive employee engagement, leadership development, and diversity initiatives. |
| **Head of Total Rewards** | Design competitive compensation/benefits frameworks and ensure pay equity. |

**2.2 Operational Roles (Tier 2)**

**Core H2R Functions**

| **Role** | **Responsibilities** | **Systems/Tools** | **KPIs Owned** |
| --- | --- | --- | --- |
| **Talent Acquisition Lead** | Manage end-to-end recruitment for technical roles (e.g., automation engineers). | SuccessFactors, AI Matching Tools | Time-to-Hire (≤28 days) |
| **Learning & Development Manager** | Curate training programs (e.g., digital twin courses) and oversee Grow@NextTech platform. | Microsoft Viva, LMS | Learning Hours/Employee (≥40) |
| **Compensation Analyst** | Conduct market benchmarking and administer stock plans/EV leasing. | SAP S/4HANA, PayScale | Payroll Accuracy (≥98%) |
| **HR Business Partner** | Align business unit needs with HR strategies; manage succession planning. | ServiceNow, Workforce Analytics | Internal Promotion Rate (≥70%) |

**Cross-Functional Integration**

| **Role** | **Interface Points** | **Collaboration Requirements** |
| --- | --- | --- |
| **Workforce Planning Specialist** | Model talent needs with Manufacturing and R&D teams. | Quarterly alignment with plant managers. |
| **Mobility Coordinator** | Facilitate cross-border transfers; calculate cost-of-living adjustments. | Coordinate with Legal for visa/tax compliance. |

**2.3 Support Roles (Tier 3)**

| **Role** | **Responsibilities** | **Systems/Tools** |
| --- | --- | --- |
| **Onboarding Specialist** | Execute pre-boarding (e.g., hardware setup) and 90-day ramp-up programs. | SuccessFactors, HR Portal |
| **Benefits Administrator** | Enroll employees in healthcare/retirement plans; resolve queries. | SAP S/4HANA, Benefits Platform |
| **Retirement Transition Advisor** | Guide retirees on financial planning and knowledge transfer. | Alumni Portal, Mentorship Tools |

**3. Escalation Paths**

**Process-Specific Escalation**

1. **Talent Acquisition Issue** (e.g., role unfilled at 60 days):  
   *Recruiter* → *Talent Acquisition Lead* → *VP – Talent & Culture*
2. **Payroll Error**:  
   *HR Specialist* → *Compensation Analyst* → *Head of Total Rewards*

**Cross-Process Arbitration**

* **CHRO**: Resolves conflicts between HR and business units (e.g., headcount disputes).
* **Enterprise Process Council**: Reviews H2R alignment with O2C/P2P quarterly.