



## **PROFESSIONAL SUMMARY**

An HR professional with progressive and well-rounded experience in HR (Operations & Advisory). Proven ability to collaborate effectively with cross-functional HR teams, including Strategic People Business Partners & CoE's (Talent Acquisition, Learning & Development, Global Mobility, Employee Relations, and Compensation & Benefits), to ensure HR strategies are aligned with organisational objectives. A results-driven, accountable, and goal-oriented individual committed to delivering measurable results.

### **PERSONAL DETAILS**

D.O.B: 23 August 1989  
Nationality: South African  
City: Johannesburg  
Languages: English & Xhosa  
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### **AREAS OF EXPERTISE**

- Compensation Administration
- People Analytics
- Process Improvement
- Conflict Resolution
- Employee Orientation
- Process & Systems Thinking/Optimisation
- Advanced Microsoft Skills
- Employee Experience Expertise
- Inter-departmental Collaboration

### **KEY RESPONSIBILITIES**

- Maintaining accurate HR records
- Supporting business transformation initiatives
- Reporting on performance management compliance
- Utilising HR metrics to provide actionable HR Insights
- Managing employee off-boarding & conducting in-depth exit interview analysis
- Efficiently addressing complex employee relations queries to ensure optimal resolution
- Serve as a key point of contact for policy interpretation
- Leading the implementation of HR processes and technologies to enhance employee experiences

### **CAREER HISTORY**

#### **SAGE SA (PTY) LTD**

July 2019 - March 2025

- People Advisory Specialist
- People Business Partner

#### **GLAXOSMITHKLINE**

May 2017 - June 2019

- HR Advisor

#### **PEARSON SA**

May 2016 - April 2017

- HR People Services

#### **24.COM (MEDIA 24)**

February 2015 - April 2016

- HR Administrator

#### **WOOLWORTHS (PTY) LTD**

January 2013 - January 2015

- Talent Administrator

#### **AMAZON SA**

January 2013 - January 2015

- Recruitment Administrator

### **EDUCATIONAL DETAILS**

#### **Bachelor of Commerce Honours (HRM), 2025**

University of the Witwatersrand

#### **Bachelor's Degree (B.Tech) HRM, 2011**

Cape Peninsula University of Technology

#### **National Diploma (Cum Laude) HRM, 2010**

Cape Peninsula University of Technology

#### **Senior Certificate (Matric), 2006**

Uitenhage Secondary School

## **WORK EXPERIENCE**

### **SAGE SA (PTY) LTD**

**July 2019 – March 2025**

#### **People Advisory Specialist**

- Manage complex, sensitive, and high-risk employee relations cases, escalating to senior stakeholders where required, and ensuring resolution in line with organisational policies and standards.
- Oversee and respond to flexible working requests, advising line managers on best practice and potential business impact.
- Act as the primary HR point of contact for global mobility cases, partnering with the Global Mobility team to facilitate relocation requests, assessment and approval process.
- Identify coaching and development needs and provide support to line managers to strengthen management and leadership capability.
- Deliver end-to-end HR value-chain support to the business, ensuring clear guidance and alignment with HR Business Partners across all people management matters.
- Initiate and manage Occupational Health assessments for medical exemptions.
- Coach line managers on compensation practices, annual salary reviews, and performance and calibration processes.
- Identify and report key employee relations risks to ER and relevant HR Business Partners, supporting the development and implementation of effective mitigation actions in collaboration with line management.
- Prepare performance management trend reports and coach managers on the delivery of performance improvement initiatives.
- Support departmental heads in interpreting employee climate survey results and developing actionable improvement plans.
- Support employee engagement, recognition programmes, and culture-building initiatives.
- Ensure employment offers are aligned with market data and appropriately reviewed and approved through Finance.
- Collaborate with the wider Global HR Team & People Project Partner to deliver consistent, business-wide people solutions.
- Facilitate employee roundtable sessions to drive constructive dialogue and implement meaningful, actionable change.

**August-December 2023**

#### **People Business Partner (secondment)**

- Lead salary and bonus planning for teams with country leaders in line with Group policy and processes.
- Own the total headcount in the country, responsible for data accuracy and approval to hire.
- Work with CoE's (Reward & Recognition, Learning & Development, and Resourcing & Talent) to define country specific requirements and delivery.
- Support line managers to fill vacant positions within targeted timelines and provide guidance to hiring managers on employment equity targets.

### **GLAXOSMITHKLINE**

**May 2017 - June 2019**

#### **HR Advisor**

- Provide transactional HR and administrative support for HR-related activities and projects.
- Assist with daily HR operational inquiries and issues.
- Aid in the preparation of employment offers, conduct necessary pre-employment checks, and compile and distribute new hire information.
- Initiate new hire system integration on Workday (including MUD ID generation and IT access).
- Oversee the administration of payroll-related tasks, including new hire on-boarding, employee transfers, salary adjustments, promotions, resignations/terminations, ensuring timely communication with the payroll department.
- Execute transactions on Workday for employee moves, promotions, and exits, or guideline managers on required actions.
- Manage the creation and tagging of supervisory organisations.

- Perform data audits and ensure data accuracy on Workday through necessary corrections.
- Support the efficient operation of global and local HR processes by providing guidance or directing queries to the appropriate resources.

## **PEARSON**

**May 2016 - April 2017**

### **HR People Services**

- Scheduling interviews and complete necessary background checks for shortlisted candidates.
- Prepare employment contracts and upload all new hires on VIP (Sage) and Fusion.
- Support internal client groups with responses to queries and provide advice and guidance.
- Provide HR transactional support (Tier 1/Tier 0), by focusing on data quality and metrics to increase HR customer satisfaction.
- Supporting line managers by providing leave reports to determine and manage leave transaction discrepancies.
- Maintain records in HR systems to ensure entries are updated for payroll and other key HR processes.
- Manage the exit experience for exiting employees and confirm employee exits to relevant departments e.g. payroll, & the benefits department.
- Generate certificate of service and complete UIF forms.
- Participate in the enrolment of key Global HR Projects (Fusion & Docushare).

## **24.COM (MEDIA 24)**

**February 2015 - April 2016**

### **HR Administrator**

- Co-ordinate recruitment activities, placement of advertisements, receiving applications, shortlisting, arranging interviews and conducting MIE checks and reference checks.
- Upload all New Hires on SAP.
- Make sure all New Hires receive their contracts and on-board paperwork.
- Explain and guide employees in completing hire packs.
- Liaise with payroll on all payroll queries.
- Ensure all payslips are 100% correct – as per all captured/processed changes.
- Capture and process all new engagements, transfers, increases, resignations, promotions, terminations and any other employee data inputs.
- Follow up with new employees to submit their documentation before payroll deadline
- Activate medical aid and pension memberships for New Hires.
- Create new personnel file and ensure all documentation are filed.
- Ensure that all new employees are invited to the Media24 induction programme.
- Generate exit documentation and send to exiting employees (including medical aid and pension forms).
- Liaise with 3rd parties to ensure seamless exit transaction.

## **WOOLWORTHS SA**

**January 2013 - January 2015**

### **Talent Administrator**

- Draw up and place adverts for all vacancies within specific W/Stores.
- Administer response handling, CV Screening, Assessments & Reference checks.
- Prepare weekly recruitment and ad-hoc reports.
- Drafting employment contracts for new hires and data changes.
- Administer call-ups for Induction, book venues and co-ordinate logistics on a monthly and ad-hoc basis.
- Plan and manage workload effectively and meet deadlines as agreed by the business.
- Effectively plan to meet W/Stores Seasonal Annual intake.

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**References available upon request**

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