

Senior Business Analyst – SuccessFactors 12-18 month FTC

HR – London

The opportunity

Bird and Bird is seeking an experienced SuccessFactors Business Analyst to work on the implementation of SAP SuccessFactors across our global offices. We have kicked off the project with a system implementation partner (Big4) and are about to finalise the Statement of Work.

The project will be 12-18 months with a phased implementation of modules. Phase one will include Employee Central, Recruiting, and Onboarding modules, with a go-live of Q2 2025. Phase two will deploy Performance & Goals and Succession & Development. This is a global project for 3400 users across 22 Countries. Our ambition is to create efficient ways of working through standard processes, an improved user experience and integrations to key business systems for consistent people data across the firm.

You will play an integral role as part of the project team. You will work closely with workstream groups, our implementation partner, our vendor and key stakeholders.

The firm

Bird & Bird opens up a world of possible for lawyers everywhere. Here you can advise major enterprises and high-growth businesses on matters that are often transformative in nature, and alongside people who are truly collegiate in the way they work with everyone at Bird & Bird. We are one international firm, where over 70% of our work involves teams from across our firm. And that is only going to increase. It is this common purpose and shared approach that makes for a more productive, and collaborative place to work.

The team

Bird & Bird's Human Resource (HR) team's mission is to empower and support all employees to achieve their potential at the firm. We do this by encouraging and building strong relationships across all departments to cultivate a friendly, collaborative environment. In London, the team comprises 54 HR professionals across all areas from graduate and lateral recruitment, learning & development to teams specialising in generalist HR, our HR system, partner HR, corporate social responsibility and diversity; all working alongside our international colleagues in supporting our 30 offices. From your first to your last day at the firm, we will act as your supportive advisors to ensure that you can perform to the best of your ability in your role. Collaborative and committed to creating a valuable service to the firm, we are focused on providing the best service to all Bird & Bird employees and partners.

Our promise

Bird & Bird is committed to maintaining an inclusive working environment and we are an equal opportunities employer. We will actively support and supervise your professional development. For those with the necessary energy and ability, we will ensure that the firm is a first-class platform on which you can develop into an industry leader. We support an agile working environment and are happy to discuss flexible working.



What you'll do

Provide expertise in SuccessFactors and support the project team to help ensure a successful project management and delivery of the SAP SuccessFactors implementation project, delivered on time, on budget to quality and scope.

This is a global project, which will replace our global core HR system, Select HR and multiple recruitment systems.

The modular scope for phase one will include Employee Central, Recruiting and Onboarding. With a go live date of Q2 2025. Followed by phase two, which will deploy Performance & Goals and Succession & Development. The project will be supported by a number of workstreams where this role will be expected to work across, including Programme Management and Governance, Technology, Process Design and Change Management.



Provide support across multiple workstreams:

- Work with our implementation partner and Bird & Bird project team, fostering a 'one team' approach.
- Support the PMO workstream.
- Support the project team with global and local design by providing expertise knowledge in SuccessFactors modules including Employee Central, Onboarding and Recruitment.
- Support the integrations workstream with knowledge of integrations between SuccessFactors and other business systems.
- Help ensure SuccessFactors implementation aligns with the HR Technology/Systems strategy and wider business strategy.
- Provide business analyst support to the project by translating business requirements into functional specifications & detailed test plans.
- With strong knowledge of HR Business processes, support process optimization: Identify opportunities for process improvements within HR operations and implement changes to enhance efficiency and effectiveness.
- Recommend continuous improvement for the new system.
- Provide business process design & documentation expertise.
- Deliver business requirements benefits, cost reductions and/or service improvements.
- Provide input into functional specifications & detailed test plans.
- Support Test Lead with test and training.
- Help support, facilitate, and participate with testing activities, System & User Acceptance Testing.
- Qualify, prioritise & schedule the backlog of change requests & enhancements.
- Work with Data Lead for data integrity: Help ensure the accuracy and integrity of HR data within the system.

Stakeholder Engagement and Management:

- Work with HR teams and other stakeholders to validate detailed requirements and understand their needs.
- Engagement & management to both technical & non-technical stakeholders.

Ensure successful transfer to business as usual

- Provide recommendations on HR System business as usual resource requirements.
- Provide support to upskill/train current HR Systems team on SuccessFactors in readiness for post go live / business as usual.
- Third Party engagement - partner & manage external suppliers.

About you

- End to End experience in SuccessFactors HR technology implementation projects
- Extensive functional experience in SuccessFactors modules, Employee Central, Onboarding, Recruitment
- Previous experience in system configuration: Ability to configure SuccessFactors to meet business needs, including setting up workflows, user roles, permissions, and data fields



- Experience in integrations between SuccessFactors and other business systems experience highly desirable e.g. SDWorx / ADP
- Strong knowledge of HR Business processes
- Ability to plan, organise, and work with multiple workstreams simultaneously
- Project management skills
- Strong stakeholder engagement and communication skills
- Excellent attention to detail, analytical and problem-solving skills
- A self-starter who is highly motivated
- Work collaboratively with other team members across the project groups and workstreams
- Excellent MS Office skills
- Flexibility with timezones

The main responsibilities of this role are outlined above; however, this description is not exhaustive, and the job holder may be required to undertake additional duties from time to time to ensure the smooth running of the department. The role may require some working outside our normal working hours of 9:30am- 5:30pm.

Bird & Bird is committed to creating and sustaining a diverse and inclusive environment. We are delighted to confirm that we have achieved Mansfield UK Certification. This certification was achieved by considering at least 30% women, lawyers from underrepresented racial/ethnic groups, lawyers with disabilities and LGBTQ+ lawyers for at least 70% of UK fee earner and leadership positions. We are committed to continuing to participate in Mansfield Rule UK and continue to work towards ensuring a diverse pool of candidates are considered our roles, in line with the Mansfield Rule. You can read more about this [here](#).

In the event that we make an offer to you and you accept, we will conduct pre-engagement background checks, where permitted by local legislation and according to the nature of the role that may include right to work, professional and academic qualifications, criminal records, sanctions, financial stability, media, directorships and references from previous employers.

Please click below to view more detail in our Applicant Privacy Notice.

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