

Interim Management Position for All Daily People Operations Topics

Digital Service

Customer Pocket Story

torq.people

Duration: since 03/23



"During an internal mobility process with our most senior People Operations Manager transitioning into a team lead position, the Interim Manager from torq.partners took over her former tasks. She thus enabled the transition of the executive, the continuation of day-to-day business, and some unexpected efficiency gains."

Anna-Lisa Obermann
Head of People

Project Scope

Coverage and support for all People Operations topics

Use Cases

- Contact person for all employee questions regarding payroll, contract management and employment issues
- HR master data maintenance, contract management, payroll preparation, attendance and absence management
- Process setup and optimization
- Project management

Industry

Government administration



Problem

The People Operations team of the Digital Service has filled the teamlead position through an internal promotion. In the trial phase of this person, she needed **support for the daily People Operations tasks** so that the person could take up the leadership responsibilities and develop into their position.



Solution

- Interim Management position for **all People Operations tasks**
- **On-site support** for the People Operations team so that all questions from Digital Service employees could be answered
- **Integration of the existing team** so that all tasks could be taken over
- **Integration into the overall structure** of the company to collaborate with internal and external stakeholders on projects
- **Optimization of existing processes** and incorporation of specialist expertise



Impact

- Our solution ensured a **smooth transition into leadership for the new team leader** in the People Operations team by providing critical support during the trial period.
- By assigning an Interim Management role for the day-to-day HR tasks, we **relieved the departing manager** so that she could concentrate on strategic aspects.
- Our on-site support promptly addressed queries from Digital Service employees, **promoting a culture of responsiveness and efficiency**.
- By integrating the existing team into the solution, we **facilitated knowledge transfer and skill development**, enhancing the team's overall effectiveness.
- By prioritizing process optimization and specialist input, we **ensured that operational practices remain cutting-edge** and aligned with industry best practices.
- Overall, our comprehensive approach not only supports the individual transitioning into leadership but also strengthens the entire People Operations team and **contributes to the company's overarching goals of efficiency, collaboration, and excellence**.