



<https://tenece.com/job/shared-services-coordinator/>

SHARED SERVICES COORDINATOR

Description

The Shared Services Coordinator provides day-to-day coordination of Shared Services support within the Abuja office, with responsibility for office administration, logistics coordination, employee-related HR support, employee engagement activities, pool car and driver coordination, vendor/service-provider follow-up, Brand and Corporate Services activities and general workplace support.

The role serves as the location level coordination point between the Abuja office and the relevant Shared Services functions, ensuring that assigned activities, requests and agreed actions are properly coordinated, tracked and closed in line with approved Company policies, processes and the direction of the Head, Shared Services Centre.

The role supports the respective functional teams and does not

replace the functional ownership of HR, Admin/Logistics, Brand or other Shared Services functions.

Responsibilities

Principal Duties & Responsibilities

Shared Services & Office Coordination

- Coordinate day-to-day Shared Services support requirements for the Abuja office under the direction of the Head, Shared Services Centre.
- Receive, document and follow up office and employee support requests with the appropriate functional owner.
- Maintain visibility of open requests, agreed timelines and responsible owners and follow actions through to closure.
- Support effective coordination between the Abuja office and central Shared Services teams.
- Escalate unresolved requests, service gaps and matters requiring management attention.
 - **Office Administration**
- Support the orderly running of the Abuja office, including meeting-room readiness, office supplies, basic administrative coordination and service follow-up.
- Monitor office supplies and consumables and follow up on approved replenishment requirements.
- Coordinate approved office requirements with Admin/Logistics and relevant service providers.

Hiring organization

Tenece

Employment Type

Full-time

Job Location

Abuja, Nigeria

Date posted

August 14, 2026

- Support administrative arrangements for meetings, official visits, management engagements and other approved office activities.
- Maintain office administration records, trackers and supporting documentation.
- Escalate unresolved office-support issues and recurring service gaps.
 - **HR & Employee Support**
- Support the HR team with the coordination of employee-related activities within the Abuja office.
- Monitor and maintain relevant employee attendance records and provide required attendance information to HR.
- Support the administration and tracking of employee leave requests and leave records in line with approved Company processes.
- Coordinate approved employee engagement activities, staff welfare initiatives and internal HR programmes within the Abuja office.
- Provide local coordination support for employee onboarding, induction and other employee lifecycle activities as required by HR.
- Support the dissemination and implementation of approved HR communications, policies and employee initiatives.
- Maintain relevant employee activity trackers and follow up on assigned HR actions to closure.
- Escalate employee-related matters requiring HR review or intervention to the appropriate HR representative.
- Maintain confidentiality in handling employee-related information and documentation.
 - **Employee Engagement & Local Activities**
- Coordinate approved employee engagement activities, internal office events and location-level initiatives.
- Liaise with HR and other relevant functions on employee support activities requiring local coordination.
- Coordinate venue, transportation, refreshments, materials and other logistics required for approved employee activities.
- Support communication and implementation of approved Shared Services and employee-related initiatives within the Abuja office.
 - **Pool Car & Driver Coordination**
- Coordinate approved pool car usage, driver schedules and vehicle requests for the Abuja office.
- Plan and communicate vehicle and driver allocation for official meetings, airport movements, employee movements and other approved business assignments.

- Maintain vehicle request, movement and utilisation records.
- Coordinate with the relevant Admin/Logistics team on vehicle servicing, maintenance and other operational requirements.
- Escalate vehicle availability, maintenance, accident or driver-related issues to the appropriate functional owner.
- Support accountability for assigned vehicles and compliance with approved vehicle and driver usage processes.
 - **Vendor & Logistics Support**
- Coordinate approved local vendor, transportation and logistics requirements with Admin/Logistics and other responsible functions.
- Liaise with vendors and service providers to confirm service requirements, schedules and delivery timelines.
- Follow up on service delivery and promptly escalate delays, quality issues or other service gaps.
- Support logistics arrangements for meetings, employee activities, official visits and approved Company events.
- Coordinate local dispatch, movement and delivery of approved Company documents or items where required.
- Maintain appropriate records of vendor requests, service activities, deliveries and outstanding actions.
- Ensure local vendor and logistics coordination follows approved procurement, payment and authorisation processes.
 - **Brand & Corporate Services Support**
- Support the Brand and Corporate Services teams with the local coordination of approved corporate and brand-related activities within the Abuja office.
- Coordinate logistics and local arrangements for Company events, corporate programmes, stakeholder engagements, internal campaigns and other approved activities.
- Support the implementation of approved branding requirements within the Abuja office and at Company events.
- Coordinate with relevant teams and vendors on event materials, venue requirements, logistics and other approved arrangements.
- Support follow-up on corporate compliance requirements, documentation and assigned actions applicable to the Abuja office.
- Maintain relevant trackers and supporting records for assigned Brand and Corporate Services activities.
- Escalate outstanding compliance, event or corporate action items to the relevant functional owner.
 - **Cross-Functional Liaison & Reporting**

- Act as the local coordination link with HR, Admin/Logistics, Brand/Corporate Services and other Shared Services functions on approved Abuja requirements.
- Maintain a Shared Services action tracker and provide periodic updates on open requests, completed actions, recurring issues and items requiring escalation.
- Track agreed actions from Shared Services visits, office reviews, employee activities and management discussions to closure.
- Maintain relevant attendance, leave, employee activity, administrative, logistics, vendor and corporate action trackers as required.
- Ensure accurate records and supporting documents are maintained for completed activities.
- Provide periodic reports and updates to the Head, Shared Services Centre on assigned activities and outstanding matters.

Qualifications

Education & Experience

- B.Sc./HND in Business Administration, Human Resources, Management, Social Sciences or a related discipline.
- Relevant training or certification in Administration, Human Resources, Project Management or a related field is an advantage.
- 2–3 years' relevant experience in office administration, HR/Admin support, Shared Services, logistics or a related coordination role.
- Hands-on experience coordinating employee support activities, attendance/leave administration, employee engagement, vendors, logistics, drivers/vehicles, office administration or Company events is required.
- Experience supporting a multi-functional office and working across different corporate support functions is an advantage.

Skills & Competencies

- Office Administration & Coordination
- HR/Employee Support Administration
- Attendance & Leave Tracking
- Employee Engagement Coordination
- Event & Corporate Activity Coordination
- Planning, Organisation & Follow-up

- Service Request Tracking
- Stakeholder Management & Communication
- Pool Car & Driver Coordination
- Vendor & Logistics Support
- Record Keeping & Documentation
- Corporate Compliance Follow-up
- Problem Solving & Escalation
- Microsoft Office
- Confidentiality and discretion
- Professionalism, responsiveness and attention to detail