

HR Mobility Command Pack: One-Coordinator, Real-Time Tracking Framework

This guide equips corporate HR and mobility teams to implement a single-owner coordination model with real-time tracking across immigration, government processes, housing, schooling, and settling-in workflows. It provides an actionable blueprint: governance, RACI, milestone maps, SOPs, dashboards, escalation paths, and a 30-60-90 day rollout plan. Every section includes practical templates and checklists you can paste into internal SOPs and onboarding handbooks.

Why one coordinator plus real-time tracking

- Single accountability eliminates handoffs, conflicting instructions, and unclear ownership, which are the most common drivers of delays and rework.
 - Real-time status replaces lagging weekly summaries with live visibility of what is done, what is pending, and what is blocked, enabling fast decisions and fewer idle days.
 - Standardized milestone maps and evidence trails make the process auditable, consistent, and easier to scale across departments and geographies.
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Core principles

- One case owner from intake to keys-in-hand; specialists contribute, but ownership never fragments.
 - Plan before presence: heavy pre-arrival preparation reduces in-country churn.
 - Sequence with intent: every step is placed to unlock the next, minimizing idle time.
 - Evidence over assumptions: every action produces an artifact you can file, verify, and audit.
 - Communication beats escalation: proactive updates prevent last-minute firefighting.
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Scope: what the model covers

- Immigration and government steps: pre-arrival document audit, medicals, biometrics, residency filings, Civil ID enrollment.
 - Family and dependents: document alignment, timing, and school registration support.
 - Housing lifecycle: shortlist, viewings, inspection, documentation, handover, utilities, and access devices.
 - Settling-in: orientation tours, banking readiness, healthcare registration, and everyday service set-up.
 - Ongoing support: post-move-in checks, snag closure, and updates to identity records as needed.
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The operating model, explained

- Case ownership: one coordinator manages the end-to-end path and is the single point of contact for HR and the assignee.
 - Standard milestone map: identical across cases to ensure consistent execution and measurable outcomes.
 - Evidence trail: receipts, stamped forms, appointment confirmations, photos, and reference numbers stored in one governed case file.
 - Real-time dashboard: task states, timestamps, blockers, and next actions visible to stakeholders with appropriate access controls.
 - Escalation ladder: well-defined pathways and timelines when decisions or exceptions are needed.
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Governance and RACI

Function	Intake	Document Audit	Appointments	Filings	Housing	Utilities	Orientation	Reporting	Escalations
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Coordinator	R	A	A	A	A	A	A	A	A
HR	A	C	C	C	C	C	C	A	A
Assignee	C	C	R	C	C	C	C	C	C
Employer Sponsor	C	C	C	A	C	C	C	C	C
Legal/Compliance	C	A	C	A	C	C	C	C	A
Housing Specialist	C	C	C	C	A	C	C	C	C
Orientation Specialist	C	C	C	C	C	C	A	C	C
IT/Systems	C	C	C	C	C	C	C	A	C

Legend: R = Responsible; A = Accountable; C = Consulted

Milestone map and definitions

1. Intake and pre-arrival audit

- Collect passports, sponsorship details, civil status documents, education records if relevant, compliant photos, and translations or attestations where required.
- Align names and dates across all records; produce a short “name alignment memo.”

- Prefill standard forms from a master data file to ensure identical entries downstream.
2. Appointment scaffolding
 - Reserve soft slots for medicals and biometrics, sequenced to avoid idle time and to account for working days and public holidays.
 - Publish the first 72-hour plan to HR and the assignee.
 3. Arrival and verification
 - Validate entry and sponsorship details; confirm contact number and document the originals binder with labeled sleeves.
 4. Medicals and biometrics
 - Execute with prefilled forms and compliant photos; capture confirmation receipts and reference numbers.
 5. Residency dossier and filing
 - Compile clearances and sponsorship documents; submit as soon as prerequisites post to internal systems.
 - Log submission number and notification channel.
 6. Civil ID enrollment
 - Validate address format, photo specifications, and contact details; submit and record status checkpoints.
 7. Housing and utilities
 - Conduct curated viewings linked to commute and school routes; complete inspection and condition report; handle handover and access devices.
 - Align electricity, water, and home internet activation; coordinate service elevator for move-in and deliveries.
 8. Orientation and settling-in
 - Map work routes, clinics, pharmacies, schools, shopping, and daily services; provide protocols for each.
 9. Final readiness and post-move-in
 - Confirm identity, access, and services; deliver a consolidated readiness brief.
 - Schedule a snag closure review within the first two weeks.

Real-time tracking system: the data model

Track every case with a consistent schema to support dashboards and reporting.

Minimum data fields per case

- Identifiers: Case ID, assignee name, sponsorship entity, job title, start date.
- Contacts: Assignee local mobile, HR owner, coordinator.
- Milestone states: Intake, audit complete, medicals, biometrics, residency submitted, residency approved, Civil ID submitted, Civil ID issued, housing selected, handover complete, utilities active, orientation completed, final readiness.
- Timestamps: Planned date, actual start, actual finish for each milestone.
- Artifacts: File links to receipts, stamped forms, photos, and reference numbers.
- Dependencies: Prerequisites for each milestone and what they unlock.
- Risk and blocker flags: Description, owner, date raised, mitigation, ETA.
- Decision log: Topic, options, owner, due date, final decision.

Task status codes

- Not started, queued, in progress, awaiting external update, blocked, complete.

Service-level targets (non-monetary)

- Response time to coordinator queries.
- Decision turnaround time for HR approvals.
- Artifact filing latency after task completion.

Dashboards HR will actually use

Design dashboards for clarity and action, not vanity.

Portfolio view (all cases)

- Pipeline by stage (intake to final readiness).
- Risk heatmap by severity and time at risk.

- Tasks overdue by owner (HR, coordinator, assignee).
- Week-over-week movement: starts, completions, and net throughput.

Case detail view (single case)

- Milestone timeline with planned vs actual dates.
- Artifact checklist with file links and completeness.
- Blockers and decisions with owners and due dates.
- Next three actions and the earliest critical dependency.

Daily digest for HR

- New risks raised, decisions due today, and milestones slated to start or complete.
 - Exception highlights where a step failed a quality gate (e.g., name mismatch).
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SOPs you can drop into your playbook

Intake SOP

- Create Case ID and folders by milestone.
- Collect and verify documents; run name alignment checks; create a master data sheet.
- Prefill standard forms; generate the first 72-hour plan.

Medicals and biometrics SOP

- Confirm forms, photos, and identification; escort to counters as required.
- Record reference numbers; upload artifacts same day; update dashboard states.

Residency SOP

- Assemble dossier; validate attachments; submit upon prerequisite clearances.
- Record submission number; set a follow-up checkpoint; notify HR.

Civil ID SOP

- Validate address, photo, and contact details; submit and file confirmation.
- Monitor status and prepare collection or delivery logistics.

Housing SOP

- Curate shortlist aligned to commute and school routes; schedule viewings with inspection checklists.
- Complete condition report; document keys and access devices; schedule handover.
- Align utilities activation and technician access.

Orientation SOP

- Map routes and essential services; brief the assignee on protocols and operating hours.
 - Capture any special needs and update the case plan accordingly.
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Communication cadence and scripts

Daily stand-up (10 minutes)

- Completed yesterday: milestones and evidence filed.
- Today's plan: tasks, owners, locations.
- Risks and decisions: what is needed and by when.

Milestone completion note (short update)

- What completed, reference numbers, artifacts stored.
- Next step and planned date.
- Any dependencies now unlocked.

Decision prompt (escalation request)

- Decision topic, options, impact of delay, owner, due date.
- Coordinator recommendation and a suggested deadline.

Assignee weekly wrap

- Progress summary, next week plan, actions required from the assignee.
 - Remaining questions and scheduled appointments.
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Exception handling and escalation ladder

Define a clear path for disruptions so they resolve fast and visibly.

Common exceptions

- Name or data mismatches.
- Photo spec rejection.
- Prerequisite results not posting to systems.
- Appointment cancellations or holiday collisions.
- Housing handover snags or access device issues.

Escalation ladder

- Level 1: Coordinator engages the counter or provider to resolve; due within the same day.
- Level 2: Coordinator notifies HR and legal/compliance if policy guidance is needed; due within one business day.
- Level 3: Senior sponsor adjudicates trade-offs and authorizes alternatives; due within two business days.

Exception log fields

- Case ID, exception type, description, date raised, owner, actions taken, resolution date, preventive lesson recorded.
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Quality gates that stop rework

Place simple checks at the right moments.

Universal gates

- Name and date check against the master data sheet before any form submission.
- Photo compliance check before printing or uploading.
- Required originals and copies verified before leaving for any appointment.
- Artifact upload check within the same day of milestone completion.

Milestone-specific gates

- Residency dossier: attachment completeness specific to category; address consistency with housing records.
 - Civil ID: photo and address validation; contact number verified for notifications.
 - Housing: condition report completeness; keys and access devices counted and recorded.
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Data privacy and security controls

Safeguard sensitive data with clear, simple rules.

Access controls

- Least-privilege access to case files; audit who accesses which artifacts and when.
- Use a single workspace with version control; the coordinator publishes the definitive file for each submission.

Transmission hygiene

- Avoid ad-hoc channels; use approved secure methods for sharing IDs and certificates.
- Redact non-essential data when sending to parties who do not need full visibility.

Retention and disposal

- Define retention periods for identity artifacts; archive closed cases; securely dispose of old copies.
- Maintain a log of what was retained and when it is scheduled for deletion or archival.

Consent management

- Explicit consent statements that explain who will use which documents and for what purpose.
 - Store consent records in the case file.
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Training program and enablement

Audience-specific curricula

- Coordinators: milestone sequencing, counter protocols, artifact standards, dashboard updates, and escalation playbooks.
- HR: decision prompts, sponsorship letters, approvals, and interpreting dashboards and readiness signals.
- Assignees: appointment expectations, document care, and communication etiquette.

Practice drills

- Tabletop simulations for common exceptions (name mismatch, photo rejection, appointment reschedule).
- Mock run of the first 72-hour plan with role assignments.

Certification and refreshers

- Coordinator certification on SOPs and quality gates.
- Quarterly refreshers on any policy changes or process improvements.

KPIs, SLAs, and OKRs that matter

Execution KPIs

- Milestone throughput: percentage on-time completion by stage.
- First-time right rate: submissions accepted without rework.
- Artifact latency: time from completion to evidence filed.

Service SLAs (non-monetary)

- HR decision turnaround: within agreed hours or days depending on decision type.
- Coordinator query response: same-day response for operational clarifications.
- Exception resolution: Level 1 within same day, Level 2 within one business day.

Outcome OKRs

- Reduce average idle time between prerequisites and next actions.
- Improve first-time right rate to a defined threshold.
- Increase stakeholder confidence scores from assignee and HR surveys.
- Shorten total pathway duration while maintaining full compliance.

30-60-90 day implementation plan

Days 0–30: Foundation

- Appoint program owner and nominate coordinators; confirm governance and RACI.
- Approve the milestone map, SOPs, and quality gates; create the master dossier template.
- Set up the case tracking data model and minimal dashboards.
- Run training for coordinators and HR; test intake and pre-arrival audit on two pilot cases.

Days 31–60: Pilot and refine

- Expand pilot to a small portfolio; collect data on throughput and first-time right rate.
- Tune quality gates and communication cadence to remove friction.
- Validate escalation ladder; run two tabletop exception drills.
- Publish the weekly HR readiness report and the daily digest.

Days 61–90: Scale and embed

- Roll out to all new cases; maintain a change log and lessons learned repository.
- Integrate housing, utilities, and orientation streams tightly with immigration steps.
- Stakeholder review at day 90; set new OKRs and formalize quarterly improvements.

Templates you can use immediately

Assignee intake checklist

- Passport scans (bio page and amendments)
- Sponsorship details and employment letters
- Civil status documents and any translations

- Education and professional records, if category requires
- Compliant biometric photos (digital and printed)
- Master contact sheet (local mobile to be updated on arrival)
- Name alignment memo (final spellings and order)
- Prefilled forms and the first 72-hour plan

Daily stand-up template

- Completed yesterday: [List with reference numbers]
- Today's plan: [Milestone, owner, location, time window]
- Risks/decisions: [Description, owner, due time]
- Notes: [Special instructions]

Decision prompt template

- Topic: [e.g., alternate documentation acceptance]
- Options: [Option A / Option B]
- Impact of delay: [downstream milestone blocked]
- Owner: [name and role]
- Due: [date and time]
- Coordinator recommendation: [one line]

Weekly readiness dashboard (text-only skeleton)

- Portfolio status: [counts by stage]
- Completions this week vs last week: [numbers and trend]
- Risks: [top five by severity and age]
- Decisions pending: [topic, owner, due]
- Cases at risk of slipping: [ID, reason, action]

Risk register fields

- Risk ID, case ID, description, severity, likelihood, owner, mitigation, next review date, status.

Exception log fields

- Exception ID, case ID, type, description, date raised, level, actions taken, resolution date, preventive lesson.

Housing inspection checklist (abbreviated)

- Infrastructure: AC responsiveness, water pressure, drainage, thermostat control.
 - Electrical: sockets in work and bedroom areas, breaker labels.
 - Safety: smoke detection, locks, balcony integrity.
 - Storage: wardrobes, kitchen cabinets, bathroom shelving.
 - Access: keys, fobs, parking remotes, mailbox keys.
 - Documentation: condition report signed and filed with photos.
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How to sustain and improve the model

Quarterly review cycle

- Analyze throughput, first-time right rate, and artifact latency.
- Map top exceptions and their root causes; close the top three with process changes.
- Refresh SOPs and training content; add examples from recent cases.

Change management

- Communicate updates to HR, coordinators, and stakeholders with a simple changelog and one-page summary of what changed and why.
- Highlight wins from data (e.g., reduction in idle time) to reinforce adoption.

Knowledge management

- Maintain a searchable repository of lessons learned and counter protocols.
 - Capture exemplar artifacts and anonymized case studies as reference models.
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Frequently asked implementation questions

What if we rely on multiple vendors or internal teams?

Keep the single coordinator model intact. Specialists still execute their parts, but all

workstreams feed into the coordinator's plan and dashboard. The coordinator remains the owner who triggers tasks, updates status, and manages exceptions.

How do we handle public holiday overlaps and last-minute office closures?

Build a calendar buffer into the appointment scaffolding, protect critical path slots, and maintain an "alternate day" plan. Communicate potential impacts early with a decision prompt if sequencing needs to change.

What about privacy concerns when sharing documents?

Use least-privilege access, version control, and approved secure channels. Redact non-essential data when not needed for the recipient's task. Store consent records and follow defined retention schedules.

How do we ensure dependents do not lag behind?

Prepare dependent mini-stacks in parallel and plan sequencing that follows the rules for the principal applicant. Publish a simple family timeline so expectations are transparent from the start.

What if an assignee's details change mid-process?

Update the master data sheet immediately, cascade changes to any pending or future forms, and record the update in the decision log. Validate with stakeholders which submissions need amending.

Putting it all together

Operational excellence in mobility is not about pushing harder at the counters; it is about removing friction before anyone arrives, sequencing steps so each unlocks the next, and making progress visible to every stakeholder. The one-coordinator, real-time tracking model gives HR a predictable runway to day-one readiness, gives assignees clarity and calm, and gives leadership a transparent, auditable system they can trust.

Start with governance and RACI, lock your milestone map, and launch a small pilot with disciplined SOPs and quality gates. Use the data model and dashboards in this guide to make work visible, resolve exceptions fast, and build a habit of daily progress. In ninety days, the transformation from ad-hoc coordination to a controlled, confident pathway can be complete—and repeatable for every case that follows.