

Hire-To-Retire Services Senior Expert " >

Job ID
326023BR
Aug 23, 2021
Malaysia

Job Description

3! The 3 essential elements that shape our culture: Inspired. Curious. Unbossed. Our mission is to discover new ways to improve and extend peoples' lives. As a Hire-to-Retire (H2R) Senior Expert, you will play a key role to support the development of P&O processes, principles, and guidelines for a small client group, as well as coordinate data analysis and evaluation, in support of the implementation and/or maintenance of processes/services/ continuous improvement in scope.

Your Responsibilities include, but are not limited to:

- Provide rapid, high quality and validated response and support to all P&O related queries and requests.
- Take ownership for queries and be responsible for case opening and closing (end-to-end) and provide the first and final point of contact for the customer.
- Support role on the performance of the team of Hire-To-Retire Experts/Specialists to achieve SLAs by guiding and develop the team utilizing team and individual performance results
- Support role on handling workload by allocating team resources in line with peak periods, vacation, etc. (capacity planning)
- Guide and become the second reference point Hire-to-Retire Experts/Specialists for P&O processes and system related requests.
- Provide support and specific advice in the implementation of processes and standards for all P&O Services aspects (e.g. services, processes, continuous improvement) and provide guidance and assistance on problems and requests to customers/users through consulting and training.
- Perform single and Mass changes in PA HR system and mass entry of PY data, mass unlock and quality check of payroll data with very little supervision.
- Perform full scope of OM activities (ORG unit changes, reorganizations), cooperation with HR IT in case of need for the services from them with very little supervision.

Diversity & Inclusion / EEO

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

Minimum Requirements

Job Requirements :

- Preferably candidate with Diploma/Bachelor's Degree in HR or any other Business subject area.
- Minimum 2-3 years of experience in HR operations services.
- Experience working in a Shared Serviced environment will be an added advantage.

- Proficient in English language (speaking, reading and writing)
- Proficient in SAP HR Module and experience in Workday or SuccessFactors is an added advantage
- Possess good problem solving skills, stakeholder management and interpersonal skills
- Experience in migration activities is preferred

About the Novartis Global Service Center in Kuala Lumpur:

The Novartis Global Service Center (NGSC) in Kuala Lumpur delivers a broad variety of services to the Novartis divisions worldwide. Kuala Lumpur is part of a globalized network of five NGSCs, which form a successful network of services minded associates partnering with the Novartis business around the world.

What makes NGSC special?

Attractive office location, flexible time management, strong work/life balance, flexible working hours, truly multinational and dynamic organization, multicultural environment and cross-functional hub location

Why consider Novartis?

799 million. That's how many lives our products touched in 2019. And while we're proud of that fact, in this world of digital and technological transformation, we must also ask ourselves this: how can we continue to improve and extend even more people's lives?

We believe the answers are found when curious, courageous and collaborative people like you are brought together in an inspiring environment. Where you're given opportunities to explore the power of digital and data. Where you're empowered to risk failure by taking smart risks, and where you're surrounded by people who share your determination to tackle the world's toughest medical challenges.

Imagine what you could do at Novartis!

Commitment to Diversity & Inclusion:

Novartis embraces diversity, equal opportunity and inclusion. We are committed to building diverse teams, representative of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration, and empowers our people to unleash their full potential.

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to learn more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>

Division

CTS

Business Unit

HR NBS

Location

Malaysia

Site

Petaling Jaya

Company / Legal Entity

NOV MALAYSIA

Functional Area

Human Resources

Job Type

Full Time

Employment Type

Regular

Shift Work

No

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