

# H2R Services Expert

Job ID  
REQ-10020657  
Sep 11, 2024  
India

## Summary

-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.

## About the Role

Location: Hyderabad #LI Hybrid

### About the role:

In this role you would provide timely consultation and accurate solution on Hire to Retire processes. The incumbent should be agile in taking end to end ownership for queries and actions in the system. Role has full scope of HRM activities inclusive of OM, PA and PY changes across the geographies to global customers.

This role will work directly with H2R team and reports to H2R Services Manager

### Your responsibilities include, but not limited to:

- Provide rapid, high quality and validated response/support to all HR 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.
- Perform single and Mass changes in PA HR system with predefined template. Full scope of OM activities (ORG unit changes, reorganizations), collaboration with HR IT in case of need for the services from them.
- Mass entry of PY data. Mass Unlock and Quality check of payroll data. Lock/Unlock of the system if applicable.
- Final approval of new and revised work instructions.
- Support design of training for new hires and deliver training on complex tasks to support career development of Experts.
- Ownership of initiatives and pro-active information sharing with colleagues and leadership
- Participate in Global SME Network as an SME w.r.t to Tools and Process Design

- Maintain compliance in line with Data Privacy and Protection guidelines and other relevant legislation
- Perform other tasks as designated by Line Manager

### **Minimum Requirement**

- Minimum Bachelor's degree required or equivalent with 4+ years' experience in P&O Services (or similar service providing organizations)
- Experience with any of the HCM Systems like SAP, Workday or Success Factors as a master data administration resource.
- Strong client interacting exposure and problem solving skills
- Working exposure to a CRM tool Exposure to Operations Review using dashboard and reporting using CRM Tool

### **Desired Requirement**

- Strong analytical and problem-solving abilities, with excellent attention to detail. Ability to work independently, prioritize tasks, and meet deadlines in a fast-paced environment.
- Proficient in Microsoft Office Suite, especially Excel, for data analysis and reporting purposes

Commitment to Diversity & Inclusion: We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve

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Division

People & Organization

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Human Resources

Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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## H2R Services Expert

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