

# External Workforce Management CoE Lead

Job ID  
REQ-10022780  
Sep 20, 2024  
Czech Republic

## Summary

We are seeking an External Workforce Management (EWM) CoE (Centre of Excellence) lead to manage the EWM Center of Excellence resources related to process and system support and governance for External Workforce. The role ensures that the services are performed according to defined service levels and quality standards.

## About the Role

### Key Responsibilities:

- Manage the team of EWM Process Specialists
- Responsible to measure KPIs and propose improvements.
- Identify opportunities for continuous improvement and drive change management activities in sync with GPOs.
- Coach the team and monitor the quality of the team deliverables.
- Support the team with issue resolution. Support change management activities.
- Drive process reviews and implementation of action plans to address identified gaps.
- Responsible to coordinate business stakeholders to deliver quality services to the customers.
- Responsible development and maintenance process SOPs, training materials and work instructions for the area of responsibility.
- Support performance benchmarking information across countries and with other industries.

### Minimum Requirements:

- > 5 years of experience of working in a global environment in a similar position
- Experience with External Workforce management
- Experience in managing diverse teams.
- Fieldglass experience is a plus
- Experience in reporting & analytical tools (SAP BW, MS Access and MS Excel).

- Ability to extract and interpret data from internal and external data sources.
- The ability to clearly explain technical issues and solutions to non-technical users is crucial
- Skills in diagnosing and resolving common technical problems

**You'll receive:**

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program – choice of benefits from Benefit Plus Cafeteria in the amount of 12,500 CZK per year; Meal vouchers in amount of 105 CZK for each working day (full tax covered by company); Car Allowance; MultiSport Card, Employee Share Purchase Plan. Find out more about Novartis Business Services: <https://www.novartis.cz/>

**Accessibility and accommodation:**

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in any order to receive more detailed information about essential functions of a position, please send an e-mail to [inclusion.switzerland@novartis.com](mailto:inclusion.switzerland@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

**Why Novartis:** Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

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Division

People & Organization

Business Unit

CTS

Location

Czech Republic

Site

Prague

Company / Legal Entity

CZ02 (FCRS = CZ002) Novartis s.r.o

Alternative Location 1

Hyderabad (Office), India

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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