

# P2P & T&E Operations Lead

Job ID  
REQ-10027354  
Nov 12, 2024  
Malaysia

## Summary

Lead and strategize P2P & T&E operations for JAPMA region, ensuring end-to-end service delivery, managing changes, and resolving issues with quality and compliance. Develop a strong, effective team with a talent pipeline and operational BCP in place. Promote best practices to improve service, operations, and customer experience. Coach the team with Novartis values: Inspire, curious, unbossed with integrity.

## About the Role

### Major accountabilities:

- Oversee hiring and realignment/integration within the designated budget to support the organization's Evolve or Growth journey, ensuring optimized, sustainable deliverables and excellent customer experience.
- Provide ongoing coaching and direction to enhance service and support, ensuring our team becomes agile and prepared for future demands, aligned with the Lean Digital Core operational model for supporting growth.
- Lead and motivate the team to maintain stability, create a positive impact, and deliver consistent results within a high-quality and compliant environment. Recognize and reward outstanding performance and values (or attitudes) to drive the team toward operational excellence.
- Develop a robust talent pipeline by continually nurturing new talent through diverse experiences and training programs (in-house/FRA).
- Inspire, mentor, and provide constructive feedback to foster a learning and speak-up culture within the team, enabling them to challenge the status quo and collaborate with internal teams (P2P & T&E, R2R, TCM), other NOCCs, and other domains.
- Promote effective collaboration with BPs, FCC, NOCCs, GPOs, and the ECI operational team to ensure sustainable, high-quality, compliant financial deliverables, continuously improving the operational model in alignment with the P2P/T&E Global Process Owner.
- Represent the KL Team in the wider P2P & T&E network, such as the ORCI forum, Client engagement, or GPO forum, sharing best practices, findings, and recommendations from the JAPMA region, and serving as a Subject Matter Expert or key resource advocating for change.
- Support implementation of global projects/initiatives led by the P2P/T&E Global Process Owner/Global Program, ensuring optimal use and adaptation of SAP solutions/Concur Enabling technologies supporting the P2P & T&E process area.
- Establish and maintain an appropriate accounting controls environment within the P2P & T&E processes and collaborate with the FCC to facilitate external and internal audit walkthroughs and queries.
- Provide advisory support from an operational perspective within our team or to extended teams such as NOCCs, procurement, GPO, project managers, and FCC, to ensure services are delivered with quality,

compliance, and timeliness, tailored to stakeholders' needs.

- Coordinate with the P2P/T&E Global Process Owner to review process activities and provide the necessary support to ensure compliance, quality, and associate productivity, including resource/support planning.
- Review, discuss and align the Team member's Individual Objectives with the target /vision set by the organization and as a team.

**Key performance indicators:**

- P2P & T&E Operational Efficiency and Effectiveness (excellence, stability & consistency)
- Collaborative & Close engagement with Key stakeholders, BP, FCC, NOCCs, GPO
- Improvement opportunities (Greenbelt, Quick-win, Weed-out-Waste, Lean & Digital methodology)
- Change/ project management and Transition (New/add-on) stabilization
- NFCM controls and Finance Core convergence
- Internal and external audit reviews/ratings

**Minimum Requirements:**

**Work Experience:**

- 12+ years of Senior manager /Lead experience in Finance Reporting & Accounting, with P2P and T&E in specific.
- Prior proven experience of accounting compliance, progressive continuous improvement, analytical, project management or business analysis experience.
- Outsourcing and or shared services background preferred with international exposure.
- Operations Management and Execution.
- People Leadership.

**Skills:**

- Financial Compliance and Control.
- Critical Thinking.
- Data Cleansing Normalization.
- E2E Process View.
- Embracing Change.
- Financial Accounting.
- Financial And Management Reporting.
- Interpersonal Savvy.
- Resilience.
- Effective Communication of Complex Models Scenarios
- Financial Business Partnering
- Lean, Six Sigma, Agile Experience or Certification
- Project Management Experience or Certification
- Transition, Transformation or Change management Experience

**Languages :**

- English.
- Chinese/ Japanese will be added advantage.

**Why Novartis:**

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us!

Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

**You'll receive:** You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

**Join our Novartis Network:**

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

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

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

**Benefits and Rewards:** Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

Finance

Business Unit

CTS

Location

Malaysia

Site

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

Functional Area

Audit & Finance

Job Type

Full time

Employment Type

Regular

Shift Work

No

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