

# Head PS&S India

Job ID  
REQ-10034573  
Mar 07, 2025  
India

## Summary

Location: Hyderabad #LI Hybrid

About the role:

The Head of People Services & Solutions (PS&S) is responsible for translating the People & Organization (P&O) service and operational requirements of countries into PS&S to ensure delivery excellence. This role involves strong collaboration with Country P&O teams and PS&S Service Delivery teams to guarantee high-quality service delivery in alignment with the service catalogue. The Head PS&S acts as a liaison between Services and Country, fostering a unified One P&O mindset and representing PS&S to all stakeholders, including business teams.

The role is accountable for stakeholder management within the respective country/cluster and focuses on sustainable and continuous relationship building. It involves efficient collaboration with Service Delivery Leads to ensure the delivery of agreed-upon services and adherence to high-quality standards. Additionally, the Head PS&S represents People Services to the P&O Communities and business, ensuring smooth cross-domain collaboration while following the strategy of One Novartis.

## About the Role

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

- **Overall Management and Leadership**

- Represent PS&S on Country P&O Board and Hyderabad Novartis Corporate Center (NOCC) Leadership Team
- Develop and implement strategic plans to achieve PS&S global strategy goals in relevant countries while promoting standards of work and service delivery
- Provide direction and guidance across departments and teams enabling One P&O mindset
- Foster a positive and productive work environment
- Contribute to country P&O talent discussions (e.g. identify training needs, encourage lateral moves etc)
- NOCC PS&S representation during strategic visits

- **Service Delivery Oversight/Representation**

- Promote efficiency and effectiveness through PS&S operational policies and procedures
- Create space for collaboration across all PS&S workstreams
- Ensure service quality control and alignment with local requirements
- Monitor and analyze key performance indicators to identify PS&S areas for improvement and facilitate

improvements where needed

e. Ensure efficient use of PS&S resources and manage intake of requests for additional support on top of service catalogue

- **Customer Relations**

- a. Identify and develop strategies to enhance customer satisfaction
- b. Address escalations and resolve issues related to service quality and integration
- c. Maintain strong relationships with key clients and stakeholders
- d. Support implementation of case deflection strategies to streamline customer support
- e. Understand customer needs to identify opportunities for new products or services

- **Communication and Change Management**

- a. Communicate with country stakeholders, including employees, managers, P&O and Country Leadership Team
- b. Provide regular reports on PS&S performance and progress towards P&O goals
- c. Conduct meetings and presentations to share information and discuss business strategies (country as well as PS&S focused)
- d. Foster effective internal communication and collaboration among departments and teams
- e. Manage change management processes and address new requirements from the business, as well as PS&S

- **Risk Management**

- a. Identify opportunities and assess risks impacting PS&S organization (e.g. data and integration issues) in collaboration with PS&S compliance
  - b. Support or own risk mitigation strategies and procedures partnering with relevant P&S teams (depending on topic)
- c. Monitor and address any ethical or legal issues, including legal requests, in collaboration with relevant parties
- d. Identify needs for process improvement and facilitate appropriate action to address them
- e. Act as country contact for audits, liaise with the right parties to ensure relevant workstreams/functions are included

**Minimum requirements :**

- 15+ years of experience in relevant field, HR preferred
- Work experience in international environment/team/global company and experience in SSC environment is a must.
- Work experience in virtual/remote teams
- Highly organized, structured and efficient working style; ability to manage a high workload with conflicting priorities in a challenging environment
- Excellent clear communication to stakeholders in business and senior leaders, including written and verbal form and presentations to steering committees
- People Leadership across a matrixed cross-functional environment
- Ability to manage competing priorities ensuring business outcomes

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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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