

# P2P & T&E Ops Specialist (Arabic & French Speaker)

Job ID  
REQ-10041958  
Febr. 26, 2025  
Malaysia

## Zusammenfassung

The number of countries (16) supported by FRA Operations Team that delivers financial reporting and accounting services, financial compliance and process expertise in the areas of Source to Pay including Travel and Expense.

## About the Role

### Job Description

#### Major accountabilities:

- The S2P Operational Expert reviews, reconciles and executes P2P and T&E transactions, analytics, Controls & Monitoring and reporting.
- Ensures inquiries from the business users are resolved on timely manner.
- Ensures strong quality assurance and strict adherence to Novartis policies and drives strategies with positive impact on the Key metric/KPI as well as provides highly effective and efficient end-to-end processes to the Novartis business. Supports compliance on its area of responsibility, as well as ensures systems, documentation and proper reporting is in place.
- This role will collaborate with internal Novartis GPO, Business Partners, Hub and External Consulting Interface operational teams, as well as business stakeholders and external suppliers to enable operational excellence as well as process and system efficiency initiatives, while maintaining controls and reporting.
- Execute quality of reconciliations and make sure that they follow Novartis standards (keep close communication with R2R and BPA functions).
- Provide services at expected levels and KPI targets/ beyond, with a clear customer focus, including handling the exceptions. Provides functional guidance to other team members when needed. Interacts proactively within NGSC and Business to ensure accurate accounting, and financial reporting. Resolve raised issues and disputes on timely manner.
- To drive and support system or process enhancements through digital and technology to improve productivity and create better experience to the stakeholders.
- Maintain good collaboration with External consulting interface services; ensures efficiency, continuous improvements and seamless service.
- Keep track of issues and provides quality RCA to identified gaps, as well as execute effective solution that eliminates the cause of the issue from the root.
- Ensures all accounting policies and procedures are adhered to, including Novartis Financial Control Manual (NFCM) controls and global processes. Promote a strong control environment, follow up on audit

issue, and implement corrective measures (if assigned).

- Ensure Master data maintenance with high quality to provide risk-free environment from potential fraud prevention or inaccurate /rejected payment through Call-back validation and AP on Behalf process.

**Key performance indicators:**

- Internal customer satisfaction with quality, appropriateness, and timeliness of financial analyses provided  
Customer satisfaction of service delivery and process specific KPIs in accordance with agreed SLAs.

**Minimum Requirements:**

**Work Experience:**

- Bachelor's degree or higher# 4 + years accounting experience, with in-depth functional & process expertise in P2P / AP / T&E Process
- Proficient in Arabic and English language as this role will require constant communication and dealings with our business users, stakeholders and counterparts in Middle East region and Country.
- Proven ability to work efficiently in a multi-national, matrix organization P2P / R2P/ AP / T&E expertise.
- Moderate to Advanced Expertise in P2P and T&E SAP processes and# T-Codes.
- Exposure to projects and continuous improvement initiatives
- Analytical mindset and ability to understand situations, interdependencies and challenges in a holistic way. Experience in collaborating remote 3rd party supplier relationships. Previous Experience with Reporting and Analysis – Minimum intermediate Excel skills

**Skills:**

- Compliance And Controls.
- Continuous Process Improvement.
- Business Analytics.
- Critical Thinking.
- Data Cleansing / Normalization.
- Embracing Change.
- Financial Accounting.
- Financial And Management Reporting.
- Rapid Problem Solving.
- Resilience.
- Technical proficiency (SAP, Ariba Guided Buying, Concur, AppZen)
- Project management (Added Advantage)
- Tax.

**Languages:**

- English, French, Arabic

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Abteilung

Finance

Business Unit

CTS

Ort

Malaysia

Website

Selangor

Company / Legal Entity

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

Functional Area

Audit und Finanzen

Job Type

Full time

Employment Type

Regular

Shift Work

No

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