

# P2P & T&E Specialist (Japanese speaker)

Job ID  
REQ-10008072  
Jun 05, 2024  
Malaysia

## Summary

The number of countries (17) 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

### Major accountabilities:

- The P2P COE Expert reviews, reconciles and executes P2P and T&E transactions, 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 ECI 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.
- Maintain good collaboration with ECI 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 or inaccurate /rejected payment through Call-back 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 degree or higher
- 4 + years Accounting experience, with in-depth functional & process expertise in P2P / AP / T&E Process
- Proficient in English, Japanese and Chinese language as this role will require constant communication and dealings with our business users, stakeholders and counterparts in Japan/ Taiwan 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.
- Critical Thinking.
- Data Cleansing / Normalization.
- Embracing Change.
- Financial Accounting.
- Financial And Management Reporting.
- Rapid Problem Solving.
- Resilience.
- Tax.

#### **Languages :**

- English, Japanese and Chinese.

#### **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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**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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