

External Workforce Management Process Specialist

Job ID
REQ-10048374
May 23, 2025
Czech Republic

Summary

We are seeking an External Workforce Management (EWM) Process Specialist to provide process and system support for External Workforce

About the Role

Key Responsibilities:

- Provide support and guidance on External Workforce process and policy
- Periodic checks against defined procedures.
- Monitoring and identification of issues or non-compliance cases
- Act as escalation point for system and process issues from Level 0 (MSP's) for SAP Fieldglass
- Provides Support for defects, standard changes, change request for Fieldglass
- Escalates to L2 support for Fieldglass scope
- Reporting and analytics
- Maintain knowledge libraries and develop and maintain training materials
- Acts as Level 1 support for countries without L1

Key Requirements:

- Bachelor's degree required or equivalent working experience; diploma/certificate in HR/other related field is preferred
- Performance in accordance with defined KPIs and other defined metrics

Operations Management and Execution.

- Experience with working or supporting SAP Fieldglass
- Ability to extract and interpret data from internal and external data sources.
- Professional level of English both written and spoken

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 17,500 CZK per year; Meal vouchers in amount of 105 CZK for each working day (full tax covered by company); Public Transportation 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 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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <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

People & Organization

Business Unit

Universal Hierarchy Node

Location

Czech Republic

Site

Prague

Company / Legal Entity

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

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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