

Vendor Operations & Transitions Partner - PLC

Job ID
REQ-10051432
Jul 30, 2025
Czech Republic

Summary

Vendor Operations & Transitions Partner- PLC will support the Global Vendor Operations and Transitions Lead for People Life Cycle (PLC) in managing vendor relationships, overseeing work transitions, and ensuring the successful execution of the outsourcing strategy within the PLC function. This role is crucial in assisting with the coordination of work movements both within PLC and between PLC and external vendors, ensuring transitions are executed smoothly and in alignment with the broader strategy.

About the Role

Key Responsibilities

- Lead in coordinating work transitions both within PLC and between PLC and partners/vendors.
- Support the definition of transition activities, roles, and responsibilities, and ensure rigorous project tracking.
- Help develop and implement strong transition governance frameworks to ensure smooth and successful transitions.
- Collaborate with the Decision Board and Service Governance framework to facilitate work movements based on strategic needs and service requirements.
- Monitor and evaluate transition progress, addressing any issues or risks that arise to ensure on-time and successful completion.
- Collaborate with PLC Operations managers across Learning Services and H2R to ensure effective delivery of outsourced services.
- Enhance the end-user experience within the organization by guiding improvements in vendor services and addressing service concerns in collaboration with PLC Operations leaders.
- Review vendor documentation to ensure business continuity and mitigate risks associated with outsourcing. Engage vendors to enhance performance, improve efficiency, and ensure alignment with organizational standards.
- Standardize processes and practices globally, while accommodating necessary local adaptations to enhance service quality and efficiency.

Ensure that outsourced services meet both global standards and local requirements through close collaboration with regional teams and vendors.

- Assist in managing vendor budgets, focusing on preventing overruns and ensuring effective planning and

resource utilization.

Essential Requirements:

- Approximately 6-8 years of experience in HR Operations, vendor management, or related fields.
- Bachelor's or Master's degree in Business Administration, Human Resources, or a related field.
- Excellent English spoken and written. Fluency in an additional regional language is an added advantage.
- Strong knowledge of vendor operations frameworks and performance monitoring.
- Expertise in managing complex work transitions, including defining activities, roles, responsibilities, and project tracking. Ability to implement and oversee transition governance frameworks.
- Understanding of HR operations, especially across Learning Services and H2R, and how to leverage vendor partnerships to drive efficiency and quality.

Experience in conducting vendor service audits and reviewing documentation to ensure compliance and business continuity.

- Financial acumen with experience in managing and optimizing budgets for outsourced services. Ability to understand contract terms and ensure vendor activities and invoices meet contractual obligations. Assess and report on any deviations from contracted services.
- Ability to develop and execute vendor operations and transition strategies that align with broader organizational goals.
- Excellent communication and relationship-building skills, with the ability to engage and influence senior stakeholders across the organization and with external partners.

You'll receive (Applicable for Prague)

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/>

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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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