

# Regional Head of Time Service Delivery - IPAC & HUB

Job ID

REQ-10036504

Jul 10, 2025

India

## Summary

Location: Hyderabad #LI Hybrid

About the role:

The purpose of this role is to implement and manage Time service strategy, operational activities and develop P&O processes aligned with global P&O strategy, principles and guidelines to a dedicated client group, supporting the implementation of processes / services / continuous improvement in scope for India & Asia Pacific region supporting a total associate base of 25K and more (referred to as IPAC). The role has direct responsibility for service delivery, management oversight, control, governance and accountability for day to day business. Act as Time & Attendance process subject matter expert in the area of processes and systems providing expertise advice to the Time Services associates in the form of training and knowledge management base.

Act as HUB Lead for providing global support to business and regional T&A teams in areas related to global scope such reporting & analytics, business process excellence and enhancing customer value proposition.

Directly responsible for people and team management across India, Kuala Lumpur and China/Japan.

## About the Role

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

- Ensure operational conversion of the P&O Services and P&O strategic goals within a dedicated client group. Coordinate and support processes and standards for all P&O Services aspects (e.g. services, processes, continuous improvement) in close cooperation with the respective Practice Networks and IT as required. Manage the delivery of services and processes to customers/users and conduct assessments of processes to identify areas of improvement and define solutions that deliver business value.
- Contract and set expectations with Unit P&O / others as relevant on what services P&O Services will provide and ensure that roles and responsibilities for processes end-to-end are clearly defined and understood. Support periodic cost and efficiency analyses to support productivity objectives. Deliver and present key data to supervisor and provide advice and support in data analysis and evaluation.
- Provide support for coaching the organization on P&O processes related to P&O Services, e.g. global standards, efficiency, ESS/MSS.
  - Support / participate in budget planning discussions, SLA process.
  - Supervise the performance and talent development of a small team.

- Participate in, or lead P&O Services Projects at country or BU level.
- Assure operational standardization and continuous improvement for P&O and Time services. To support operational excellence, user experience and integrated end-to-end service delivery of P&O processes and systems within Organisation in line with local legal and statutory requirements. Partners with global & regional project team, responsible for the set-up of a fully operational P&O Services organization which is able to provide end-to-end P&O services throughout the region in line with Organisation P&O Services strategy and transformation program.
- Provides support in transformation initiatives: Aligns with Regional and Cluster Leads ensuring a full end to end standardized implementation plan is in place and executed. Drives and is accountable for successful transformation unit of current and adjusted P&O services to operational support teams on-time, in budget, quality and within agreed timeline. Works with Project Managers, Business Owners, Service Owners, Managed Supplier Partners, Operations teams and 3rd parties to ensure that transformation projects are delivered.
- Leads planning and execution of related transformation activities, develops approach to prioritize and evaluate process simplification & harmonization opportunities across country / cluster / region / globe. Identifies and manages risks to ensure a smooth P&O service transformation. Keeps leadership updated on progress of efforts on a regular basis, escalating issues, when needed. Manages suppliers associated with P&O Services delivery ensuring effective and efficient service delivery
- Manages daily workflow by level-setting processing volumes and schedules to ensure timely data entry and pay run processing, Service Level Agreement and Quality goal achievement. Provides support and coaching to team members and business partners on processes related to P&O Service operations and overall supplier model, such as global standards, efficiency, SLAs. Collaborate closely with Country People partners and Serves as the first point of contact for escalations related to service delivery within the scope of P&O services.
- Ensures overall compliance with all business, global and local policies, procedures and legislation as well as ensures compliance in line with Data Privacy and Protection. Is accountable for the overall Knowledge Base and process management. Maximizes the effectiveness of tools such as SAP, workforce, Workday, Service Now, Coursera, etc. and supporting processes to drive continuous improvement and change initiatives. Overall management of projects execution in P&O Services function. Oversee a team of employees and create a positive and collaborative work environment. Provide coaching and mentorship to team members, foster a culture of continuous learning and development, and ensure that performance goals are aligned with organizational objectives.
- Lead the development, implementation, and continuous improvement of operational processes across the People Services Operations team. Drive the design and execution of Lean, Six Sigma, and Kaizen initiatives to improve operational efficiency. Work closely with key stakeholders to identify process bottlenecks, propose solutions, and implement changes effectively.
- Lead & manage team, provide guidance, direction, and support to team members to enable them to achieve organizational objectives. Responsible for teams based in Hyderabad, Kuala Lumpur, China & Japan.

#### **Minimum requirements :**

- Bachelor/Master degree in HR/Accounting/ Business or related field is preferred with minimum 12+ years in HR Operations/Project Management. Min. 5 years of experience working at project within a global organization in time& attendance & payroll area.
- Experience leading different teams in a virtual and in person environment size teams and people is desired.
- Experience with transformation initiatives and transition projects is preferred
- HRIS / SAP / PS / Kronos / Atoss / WD system knowledge is advantage. Proficiency in use of Microsoft

Office; advanced Excel skills

- Ability to maintain the highest level of confidentiality and sound judgement, in addition to high-level attention to detail, analysing information, thoroughness, general math and reporting skills is a must.

#### Desired Skill

- Multiple country HR regulations knowledge is preferred.
- Comfortable working in a complex and rapidly changing work environment

**Commitment to Diversity & Inclusion:** We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve

**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.

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Division

People & Organization

Business Unit

Universal Hierarchy Node

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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