

People Services & Solution Lead Germany

Job ID
REQ-10050093
Apr 24, 2025
Germany

Summary

Location: Munich or Nuremberg, Germany.

The People Services & Solutions Lead Germany (PS&S) is responsible for translating the service and operational requirements of Germany into PS&S to ensure delivery excellence. This role involves strong collaboration with Country People & Organization (P&O) teams and PS&S Service Delivery teams to guarantee high-quality service delivery in alignment with the service catalogue. The incumbent acts as a liaison between Services and Country, fostering a unified One P&O mindset and representing PS&S to all stakeholders, including business teams.

The role is accountable for stakeholder management in Germany and focuses on sustainable and continuous relationship building. It involves efficient collaboration with Service Delivery Leads to ensure the delivery of agreed-upon services and adherence to high-quality standards.

About the Role

Key responsibilities:

- Act as a local point of contact, mentor, coach for the locally based PS&S teams
- Monitor and analyze key performance indicators to identify PS&S areas for improvement and facilitate improvements where needed
- Be the gatekeeper of incoming/outgoing service requests – portfolio management
- Address escalations and resolve issues related to service quality and integration
- Maintain strong relationships with key clients and stakeholders
- Communicate with country stakeholders, including employees, managers, P&O and Country Leadership Team
- Provide regular reports on PS&S performance and progress towards P&O goals
- Manage change management processes and address new requirements from the business, as well as PS&S

What you bring to the role:

- University degree in a relevant field (e.g. Human Resources or Business Administration or similar)
- Significant working experience in Human Resources
- Strong stakeholder management skills
- Ability to translate a vision into strategy and tactics

- Proficiency in English and German (written and spoken)

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:

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Commitment to Diversity & Inclusion:

Novartis is committed to building an outstanding, inclusive work environment and diverse team's representative of the patients and communities we serve.

Hiring decisions are only based on the qualification for the position, regardless of gender, ethnicity, religion, sexual orientation, age and disability.

Adjustments for Applicants with Disabilities:

The law provides for severely disabled / equal applicants the opportunity to involve the local representative body for disabled employees (SBV) in the application process. If you would like to request this, please let us know in advance as a note on your CV.

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>

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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

People & Organization

Business Unit

Universal Hierarchy Node

Location

Germany

Site

Munich (Novartis Business Services GmbH)

Company / Legal Entity

DE61 (FCRS = DE061) Novartis Business Services GmbH

Alternative Location 1
Nuremberg (Novartis Business Services GmbH), Germany
Functional Area
Human Resources
Job Type
Full time
Employment Type
Regular
Shift Work
No
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