

# Time Service Delivery Expert (HR Shared Services)

Job ID  
REQ-10030314  
Dec 11, 2024  
Egypt

## Summary

Location: Cairo, Egypt #LI-Hybrid

About the Role:

As a Time Service Delivery Expert, you will be responsible for providing second level expert services for employees, managers and P&O Services community in the area of Time Services processes and act as a subject matter expert for these services. To coordinate with global services centers the implementation and execution of the end-to-end Time Services policies, programs and regulatory requirements into the daily operations of P&O Services as well as to provide support on Time & Attendance tool.

This role reports directly into the Time Service Delivery Manager - MEA and will work hand in hand with the Time Services Delivery team.

## About the Role

### Key Responsibilities:

- Provides day-to-day Time Services Delivery operations with compiling and entering time & attendance data and reconcile errors to maintain accurate and complete time & attendance records, all in timely and accurate manner.
- Acts as subject matter expert for Times Services related to data and processes.
- Ensures maintenance of all relevant HR related data is correct and complete. Ensures compliance in line with relevant legislation, Data Privacy, Protection guidelines and other relevant guidelines across identified geographies.
- Performs country specific Data consistency check. Supports NFCM and HR controls.
- Respects and follows the payroll calendar to prepare the necessary payroll inputs.
- Resolves time & attendance related queries and issues within the standard established timeframes raised by various stakeholders, incl. associates.
- Escalates requests and issues that cannot be resolved directly to the appropriate escalation point of contact (i.e. IT / Time Services Unit Lead).
- Handles core T&A Technology Activities & BAU Tasks. Highlights exceptions and deviations. Extracts regular and ad hoc reports needed for payroll and other divisions upon request.
- Identifies and gathers system enhancements and change requests to report and coordinates with IT and/or global support team. Provides regular training to new and established stakeholders on the use of the Time and Attendance system.
- Ensures all Times Services Delivery performance metrics and KPIs are met. Contributes to and supports

projects in scope for P&O Services.

### **Essential Requirements:**

- Bachelor's degree in any relevant discipline.
- 1-3 years of experience in HR Services.
- Excellent English Language proficiency.
- Strong stakeholder management skills.

### **Desirable Requirements:**

- Intermediate French Languages proficiency.
- Minimum 1 year of experience in Time Services.
- Experience contributing to transformation initiatives and transition projects is a plus.
- Workday/SAP system knowledge is an advantage.

### **Commitment to Diversity and Inclusion:**

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

Novartis is a proud member of the *ILO Global Business and Disability Network* and the *Valuable 500*, promoting the inclusion of people with disabilities in workplaces around the world. We also collaborate with international partners, such as *Disability: IN*, *Purple Space*, and *Business Disability Forum* to identify and develop best practice solutions to enable people with disabilities to participate as equal members of our organization.

***Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.***

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Division

People & Organization

Business Unit

CTS

Location

Egypt

Site

New Cairo

Company / Legal Entity

EG02 (FCRS = EG002) Novartis Pharma S.A.E

Functional Area  
Human Resources  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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1. <http://www.businessanddisability.org/members/>
2. <https://www.thevaluable500.com/members>
3. <https://disabilityin.org/>
4. <https://www.purplespace.org/>
5. <https://businessdisabilityforum.org.uk/>
6. <https://www.novartis.com/about/strategy/people-and-culture>
7. <https://talentnetwork.novartis.com/network>
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