

# P2P & T&E Ops Specialist

Job ID  
REQ-10041958  
May 30, 2025  
Malaysia

## Summary

The FRA S2P Team supports 16 countries, delivering financial reporting and accounting services, financial compliance, and process, systems as well as policies expertise in the areas of Source to Pay (S2P), including Travel and Expense (T&E).

## About the Role

### Job Description

#### Major accountabilities:

- Review, reconcile, and execute S2P and T&E transactions, analytics, controls & monitoring, and reporting.
- Analyze data to gain insights on operations and prioritization, enabling data/ business analytics-driven decision-making.
- Ensure inquiries from business users are resolved in a timely manner. Resolve raised issues and disputes in a timely manner.
- Ensure strong quality assurance and strict adherence to Novartis policies, driving strategies with a positive impact on key metrics/KPIs, and providing highly effective and efficient end-to-end processes to the Novartis business.
- Support compliance in the area of responsibility, ensuring systems, documentation, and proper reporting are in place.
- Collaborate with internal Novartis Global Process Owner, Business Partners, cross region S2P teams and External Consulting Interface operational teams, as well as business stakeholders and external suppliers, to enable operational excellence and process/system efficiency initiatives while maintaining controls and reporting.
- Execute quality reconciliations, ensuring adherence to Novartis standards, and maintain close communication with R2R and BPA functions.
- Provide services at expected levels and KPI targets, with a clear customer focus, including handling exceptions.
- Provide functional guidance to other team members when needed. Interact proactively within NGSC and Business to ensure accurate accounting and financial reporting.
- Drive and support system or process enhancements through digital and technology to improve productivity and create a better experience for stakeholders.
- Stay curious & take the initiative to learn new technologies adopted in Novartis, leveraging them to enhance processes and efficiency.
- Ensure all accounting policies and procedures are adhered to, including Novartis Financial Control Manual (NFCM) controls and global processes. Promote a strong control environment, follow up on audit

issues, and implement corrective measures (if assigned).

**Key performance indicators:**

- Internal customer satisfaction with quality, appropriateness, and timeliness of financial analyses provided
- Customer satisfaction of service delivery and process specific KPIs in accordance with agreed SLAs.

**Minimum Requirements:**

**Work Experience:**

- Bachelor's degree or higher# 4 + years accounting experience, with in-depth functional & process expertise in S2P / AP / T&E Process
- Proficient in French and English language as this role will require constant communication and dealings with our business users, stakeholders and counterparts in Middle East region and Country. Additional languages like Arabic are a plus.
- Proven ability to work efficiently in a multi-national, matrix organization with the End-to-end Requisition to Pay and T&E expertise.
- Moderate to advanced expertise in S2P and T&E SAP processes and T-Codes.
- Exposure to projects and continuous improvement initiatives.
- Analytical mindset and ability to understand situations, interdependencies, and challenges holistically. Experience in collaborating with remote third-party supplier relationships.
- Previous experience with reporting and analysis, with at least intermediate Excel skills.
- Data Analytics: Proven ability to analyze data and derive actionable insights for operational improvement and prioritization.
- Tech Savvy: Demonstrated awareness and exposure to new technologies in the GBS industry.
- Agility: Ability to adapt quickly to changes and demonstrate flexibility in a dynamic environment.
- Strong self-leadership skills with the ability to take initiative and drive tasks to completion independently.

**Skills:**

- Compliance And Controls.
- Continuous Process Improvement.
- Business Analytics.
- Critical Thinking.
- Data Cleansing / Normalization.
- Embracing Change.
- Financial Accounting.
- Financial And Management Reporting.
- Rapid Problem Solving.
- Resilience.
- Technical proficiency (SAP, Ariba Guided Buying, Concur, AppZen)
- Project management (Added Advantage)
- Tax.
- Stakeholder management
- Proficiency in data analytic (Power BI) and programming /automation tools (Python, VBA, Power Automate) is an added advantage.

**Languages:**

- English, French, Arabic

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### **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

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Division

Finance

Business Unit

CTS

Location

Malaysia

Site

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

Functional Area

Audit & Finance

Job Type

Full time

Employment Type

Regular

Shift Work

No

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