

Hire to Retire Services Senior Manager China & Japan

Job ID

REQ-10049727

Apr 28, 2025

Malaysia

Summary

The Hire to Retire Services Manager China & Japan role will be based in Kuala Lumpur and will be responsible for overseeing and managing the Hire to Retire operations impacting China and Japan. The incumbent will play a vital role in designing and driving the transition to the new People Life Cycle Services model by executing the market specific People Life Cycle Services strategy, while maintaining business as usual in the current operating model. This role is focused on supporting success of China and Japan geographies through Hire to Retire Services processes & hence deep hands-on expertise on all aspects of Hire to Retire Services is an asset. This role owner will act a respected and trusted leader who actively works to improve the overall People Life Cycle Services Brand Value. Actively engages as part of People Life Cycle Services leadership team to create and sustain Great People Culture, Workplace Practices, Customer Experience, Business Continuity and Collaboration across focus markets. Collaborate across the PS&S Services verticals, DDIT, Client Constituencies and other value streams in driving meaningful solutions to the identified business problems to enhance client and customer experience. This role reports to the Hire to Retire Services Head - India and Asia Pacific and requires the ability to work without supervision and take a lead in market interactions with senior stakeholders.

About the Role

Major Accountabilities:

Service Delivery Ownership

- Accountable to manage and track key market level **budgets and costs** on a periodic basis. Responsible to monitor, track, report and drive adherence to **agreed services level standards and KPIs**.
- Serves as a **single point of connect** for internal and external stakeholders for the focus market(s). Drives strong partnership based on **evolved stakeholder engagement practices** in driving delivery excellence
- Proactively manages **stakeholder relationships across value streams** within the PS&S vertical and across other functions like TA, IT and PP as applicable. Drives process optimization and best as per roadmap.

Process Champion

- **Implement and monitor processes for their adherence** and relevance and drives optimal utilization of technologies and operating systems. Constantly **drives Process Improvements** to enhance "Associate Experience" by collaborating with the GPL and CI Champions

P&O Data Quality

- Accountable for **demonstrating data standards** and ensuring timely corrections as applicable to ensure the upkeep of Associates and Organizational data as per accepted standards to emerge as a “Single Source of Truth” for all P&O data requirements

Compliance Leadership

- Ensures all H2R members observe and practice Data Privacy Requirements as a custodian team. Drives a **strong compliance mindset** that ensures all internal controls as per NFCM requirements and external audit requirements are delivered on a timely basis, risks are identified and mitigated on a timely manner to protect Novartis from any liabilities.

Talent Engagement and People Leadership

- Focused on **identification, selection, grooming and retention** of world class future ready talents across countries and cultures. Leads, supports, and coaches the team in the delivery of the current scope and also **future ready** to support deployment and acceptance of any new application or technology, and prepare for any new processes.

Change Advocacy

- Be the **Change Champion** to drive standardization, improvements and effectiveness of services provided, based on metrics and feedback received, to ensure the incremental value add. Provide leadership in support of organizational direction and culture. **Manage employee performance** using established company tools/methodology and set an example for team members.

Key performance indicators:

- Strong market knowledge and ability to handle cross border teams across CN, JP and Asean countries.
- Strong language skills (Mandarin/Japanese) is an added advantage.
- Hands on experience and expertise in managing HR Operations activities for the given countries, along with managing a cross-border teams.
- Experience operating in Workday environment will be preferred.
- Superior communications skills (verbal and written); especially in a multi-cultural team & multi country customers environment.
- Strong leadership skills in a matrix environment.
- Ability to independently drive operations & raise the bar on current ways of working, self-driven, ability to work without supervision.
- Strong collaborative partnership skills to ensure the effective execution of end-to-end lifecycle processing across the stakeholders.
- Self-starter with a proactive and inquisitive nature who can anticipate and pre-empt problems.
- Strong planning, organization, delegation, problem solving, and decision-making abilities.
- Skilled in effective leadership, people management, and forecasting future.

Minimum Requirements:

Work Experience:

- Bachelors Degree in Human Resources or any related field
- At least 12 years of related working experience with 5 years of people management experience.
- Strong market knowledge and ability to handle cross border teams across China, Japan and Malaysia
- Strong language skills in Mandarin or Japanese) are highly preferable.

- Hands on experience and expertise in managing HR Operations activities for the given countries, along with managing a cross-border teams.
- Experience operating in WD environment will be preferred.
- Superior communications skills (verbal and written); especially in a multi-cultural team & multi country customers environment.
- Strong leadership skills in a matrix environment.
- Ability to independently drive operations & raise the bar on current ways of working, self-driven, ability to work without supervision.
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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. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

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>

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

People & Organization

Business Unit

Universal Hierarchy Node

Location

Malaysia

Site

Selangor

Company / Legal Entity

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

Functional Area

Human Resources

Job Type

Full time

Employment Type

Regular

Shift Work

No

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