

People Partner

Job ID
REQ-10051643
May 29, 2025
USA

Summary

Location: East Hanover, NJ, (Hybrid)
#LI-Hybrid

This role will be based out of East Hanover, NJ. The role will be based on site 3-4 days/week.

Job Purpose

The US People and Organization (P&O) team is seeking a new People Partner to support the NPS Patient Support Center.

Our People Partners act as a trusted advisors offering in-country policy expertise and knowledge to support and educate leaders, managers and associates on all People and Organization (P&O) topics on the moments that matter. People Partners support divisional customer groups in country enabling the delivery of lifecycle events, the employee value proposition, talent acquisition, talent management, learning, performance management, employee relations, rewards, pay and reporting. In addition, People Partners implement P&O change initiatives at a country level acting as agents of change by working collaboratively with Business Partners and Senior People Partners. We work collaboratively across divisions and adapt our support to meet the evolving needs of the business.

About the Role

Major Accountabilities:

- First point of escalation for all leaders and managers on their day-to-day P&O topics, providing expert advice, guidance and support. Accountable for credible P&O People Partnering to leaders, managers and associates, offering advice and guidance on the moments that matter. Coaches and guides people managers on role evaluations in line with local governance. May consult and advise on Team Effectiveness including Psychological Safety.
- Implements P&O initiatives, supporting the overall P&O strategy. Ensure People Partnering processes are accomplished with high quality and efficiency. Champions culture and supports implementation of corporate initiatives.
- Drive buy-in and utilization of data and analytics to identify risk and trends, and to apply these business insights to inform decisions and actions.
- Embraces customer feedback to understand the customer journey with moments that matter and makes recommendations for continuous improvement. Implement enhancements and modification as necessary to meet both the business and customer needs.
- Ensure compliance with local equity / Equal Employment Opportunity (EEO) regulations.

- Manage the delivery of in-country transformations, consult with legal, provides advice and guidance for managers through the local US process, oversee associate notice / handover meetings and overall restructuring life cycle.
- Manage the execution of local implementation of large-scale organizational and day-to-day organizational structure changes, in line with country regulations / policies.
- Ensures local Employee Relations regulations are in line with local regulations and Novartis integrity standards from a cross divisional / country lens. Manages Employee relations within client group, coaching and mentoring associates and managers.
- Manage internal movement offers and mobility.
- Promotes the contribution of ideas and solutions to the P&O network (Country Business Partners, Global Business Partners and Country P&O Boards). Seeks to establish strong relationships with cross-divisional P&O community members to understand needs and challenges and drive continuous improvement.
- Support and coach leaders, manager and associates on all P&O topics including promoting self-sufficiency in people processes. Provides coaching and counselling to Country P&O Business Partners on local policies and processes.

What you will bring to the role;

- BA Degree in a relevant HR or related discipline.
- At minimum 5+ years' work experience in P&O – with breadth of experience across P&O disciplines. At minimum 3+ years supporting a complex and metrics organization within the US. A good understanding of global organizations will be an advantage. HR experience supporting a call center environment is preferred.
- Experienced in effectively managing and coaching employee relations/ performance processes in a fast-paced environment is a must.
- Strong Interpersonal skills; Proactive, responsive and ability to work independently with all levels of the organization. Ability to handle multiple conflicting tasks and work in an agile way to support a fast-paced environment is a must. Stakeholder Management and ability to collaborate across boundaries.
- Coaching and Mentoring; proficient in facilitation, influencing and collaborating across boundaries. Strong Project management capabilities and people analytics skills, effectiveness with data / metrics / reporting to inform decision making. Employee relations, Risk management and Change management expertise.
- Fluency in English both oral and written communication skills.
- Experience working in a variety of organizations country wide.

The pay range for this position at commencement of employment is expected to be between \$ 98,700 to \$183,300 per year; however, while salary ranges are effective from 1/1/25 through 12/31/25, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills, and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an “at-will position” and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

Read our handbook to learn about all the ways we'll help you thrive personally and professionally: [novartis-life-](#)

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:
<https://talentnetwork.novartis.com/network>

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>

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The Novartis Group of Companies are committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please send an e-mail to us.reasonableaccommodations@novartis.com or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Division

People & Organization

Business Unit

CTS

Location

USA

State

New Jersey

Site

East Hanover

Company / Legal Entity

U061 (FCRS = US002) Novartis Services, Inc.

Functional Area

Human Resources

Job Type

Full time

Employment Type

Regular

Shift Work

No

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