

Head of People Life Cycle Operations Americas

Job ID
REQ-10052795

6月 10, 2025

Mexico

摘要

#LI-Hybrid
Location : Mexico City

This senior leadership role is tasked with setting up and operationalizing the new People Life Cycle (PLC) organization tailored to the needs of focus customer groups. While a broad, global PLC strategy has been established to prioritize key constituencies, this role will provide the strategic leadership required to customize, adapt, and bring the strategy to life for their customer segments. The role involves significant strategic thinking to align global objectives with local complexities and market dynamics. Implementing and building this new organization is a substantial challenge, requiring a combination of strategic foresight, strong leadership, transformation capabilities and execution excellence.

The Mexico City based role serves customers across Americas with a special focus on the United States of America, the incumbent will lead the PLC strategy and success for the US region through teams based in Mexico and India, with deep focus on Hire to Retire processes.

The roles will oversee the implementation of the PLC organization in their customer constituencies,

ensuring operational excellence, driving innovation, and achieving outcomes aligned with the company's strategic priorities.

About the Role

Key Responsibilities:

- Strategic Leadership and Implementation:

- Develop and execute strategies to implement the PLC organization for customers across highly diverse markets/ service areas.

- Define and operationalize scalable, high-quality service delivery models tailored to the needs of respective geographies.

- Customer-Centric Operations Management:

- Drive operational rigor and service delivery excellence for customer constituencies, ensuring alignment with organizational goals.

- Lead PLC service delivery for high-priority geographies or service areas, including manufacturing hubs, large commercial markets, GxP sensitive areas and strategic regions with deep focus on the US.

- Leadership Influence and Stakeholder Management:

- Build and nurture relationships within and across the PS&S function, the broader P&O ecosystem, and across senior leadership globally.

- Serve as a trusted advisor to the PS&S LT and teams for services pertaining to respective remits and contribute to global strategic decision-making.

- Innovation and Change Leadership:

- Lead transformative initiatives to enhance service delivery efficiency and innovation in response to customer needs and market trends.

- Drive the adoption of cutting-edge HR practices, leveraging technology and data insights to improve outcomes.

- Operational Excellence and Financial Stewardship:

- Oversee service delivery performance metrics, including SLAs, turnaround times (TATs), customer satisfaction (CSAT), and team engagement.

- Manage budget for given remit (including people & bought in service costs), ensuring financial discipline and resource optimization, Ensuring rigor for processes involving material financial,

compliance and GxP impact

- Market Trends and Industry Engagement:

- Stay informed about market trends, regulatory changes, and emerging HR practices.
- Participate in industry forums and benchmark against competitors to identify opportunities for improvement

- Scale and Accountability:

- Lead a large team professionals spread across multiple countries/regions, including senior managers with 10+ years of experience.
- Oversee service delivery impacting Novartis employees across the region, addressing diverse operational and cultural nuances.

- Critical External and Internal Interfaces:

- Collaborate with external partners, including technology providers and auditors, to ensure services meet global standards
- Act as the point of contact for all internal engagements pertaining to the US geography from PLC perspective

- Team Leadership and Development:

- Foster a culture of accountability, collaboration, and high performance across multi-geography teams.
- Drive talent development and retention to build a sustainable leadership pipeline.

- US Specific Experience (preferred)

- Exposure working in the US or supporting Employee Life Cycle processes for sizeable and dynamic US businesses
- Remotely serviced different types of employee population including commercial/ sales, manufacturing sites, research and development locations and office workers
- Appreciation of US state specific regulations and implications for employee life cycle processes
- Understanding of US payroll, benefits and equity would be an added advantage. Understanding of US hiring, terminations requirements and experience handling high volume transactions
- US is a high growth and dynamic market with multiple divisions and legal entities. Experience having supported M&A, large enterprise restructuring activities and time sensitive initiatives

Essential Requirements:

- Education: Bachelor ' s or Master ' s degree in Business Administration, Human Resources, or a related field.
- Languages: Excellent English spoken and written.
- Experience: Approximately 15 years of experience in HR Operations, with experience in vendor operations and engagement within a global organization.
- Proven success in a senior role supporting US operations, with a focus on driving operational excellence, strategic outcomes, and budget management.

Desirable Requirements:

- Fluency in an additional regional language is an added advantage.
- Experience with an outsourcing service provider is advantageous, providing insight into both sides of the vendor relationship.

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People & Organization

Business Unit
Universal Hierarchy Node

地点
Mexico

站点
INSURGENTES

Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmac é utica S.A. de C.V.

Functional Area
Human Resources

Job Type
Full time

Employment Type
Regular

Shift Work
No

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