

## Head of People Life Cycle Operations (Europe)

Job ID  
REQ-10052796

6月 13, 2025

Czech Republic

### 摘要

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 Prague-based role serves customers across Europe in addition to the Novartis International Assignees and Executives (ECN, ECN-1 & -2), support for Learning Programs. 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:

- Develop and execute strategies to implement the PLC organization for customers across highly diverse markets/ service areas in Europe.
- Define and operationalize scalable, high-quality service delivery models tailored to the needs of respective geographies.
- 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 in Europe.
- Build and nurture relationships within and across the PS&S function, the broader P&O ecosystem, and across senior leadership in the Europe region and 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.
- 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.
- Oversee service delivery performance metrics, including SLAs, turnaround times (TATs), customer satisfaction (CSAT), and team engagement.
- Manage budget for remit (including people & bought in service costs), ensuring financial discipline and resource optimization, Ensuring rigor for processes involving material financial and GxP impact. Stay informed about market trends, regulatory changes, and emerging HR practices.

### Key Requirements:

- Bachelor ' s or Master ' s degree in Business Administration, Human Resources, or a related field.
  - Excellent English spoken and written.
  - Fluency in an additional regional language is an added advantage.
  - Approximately 15 years of experience in HR Operations, with experience in vendor operations and engagement within a global organization.
  - Experience with an outsourcing service provider is advantageous, providing insight into both sides of the vendor relationship.
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- Proven success in a senior role, with a focus on driving operational excellence, strategic outcomes, and budget management.

You ' ll receive (Applicable for Prague)

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program - choice of benefits from Benefit Plus Cafeteria in the amount of 17,500 CZK per year; Meal vouchers in amount of 105 CZK for each working day (full tax covered by company); Company car or Car Allowance; MultiSport Card, Employee Share Purchase Plan. Find out more about Novartis Business Services: <https://www.novartis.cz/>

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部门  
People & Organization

Business Unit  
Universal Hierarchy Node

地点  
Czech Republic

站点  
Prague

Company / Legal Entity  
CZ02 (FCRS = CZ002) Novartis s.r.o

Functional Area  
Human Resources

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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representative of the patients and communities we serve.



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