

## Director People Services & Solutions DACH (m/f/d)

Job ID  
REQ-10059326

8月 29, 2025

Germany

### 摘要

#LI-Hybrid

Internal job title: Head People Services & Solutions DACH

Location: Munich or Nuremberg, Germany; Basel, Switzerland or Schafftenau, Austria

Take on a pivotal leadership role as Head People Services & Solutions (PS&S) DACH, shaping service delivery across Germany, Austria, and Switzerland. You ' ll partner closely with Country People & organization (P&O) teams and PS&S Service Delivery to ensure operational excellence, drive continuous improvement, and foster a unified One P&O mindset. Acting as the key liaison for stakeholders, you ' ll manage escalations, optimize resources, and lead a team of PS&S country leads to deliver high-quality, compliant services. If you ' re an experienced leader who thrives in complex, dynamic environments and wants to make a region-wide impact, this is your opportunity!

## About the Role

### Key Responsibilities:

- Provide direction and guidance across departments and teams enabling One P&O mindset
- Promote efficiency and effectiveness through PS&S operational policies and procedures
- Monitor and analyze key performance indicators to identify PS&S areas for improvement and facilitate improvements where needed
- Ensure efficient use of PS&S resources and manage intake of requests for additional support on top of service catalogue
- Identify and develop strategies to enhance customer satisfaction
- Address escalations and resolve issues related to service quality and integration
- Maintain strong relationships with key clients and stakeholders
- Communicate with stakeholders in the countries in scope, including employees, managers, P&O and Country Leadership Team
- Provide regular reports on PS&S performance and progress towards P&O goals
- Manage change management processes and address new requirements from the business, as well as PS&S
- Identify opportunities and assess risks impacting PS&S organization (e.g. data and integration issues) in collaboration with PS&S compliance
- Act as country contact for audits, liaise with the right parties to ensure relevant workstreams/functions are included

### Essential Requirements:

- Bachelor or Master degree in HR / Psychology / Business administration or other related field
- Significant working experience in Human Resources in a shared services environment (e.g. HR services, payroll, employee life cycle)
- Experience working in an international company with matrix structure
- Demonstrated leadership skills - experience in leading a team of experts
- Proficiency in English as well as German (written and spoken)

### Commitment to Diversity & Inclusion:

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

### Accessibility and accommodation for candidates applying for Switzerland:

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to [inclusion.switzerland@novartis.com](mailto:inclusion.switzerland@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

For candidates applying for Austria:

In addition to a market-competitive base salary, we offer an attractive incentive program, a modern company pension scheme, childcare facilities, learning and development opportunities as well as worldwide career possibilities within the Novartis group. In accordance with Austrian law, we are obliged to disclose the minimum salary as stated in the collective bargaining agreement. For this position the minimum salary is €85.704.64 year (on a full-time basis). The actual salary will be significantly higher, as we strive to maintain a competitive position in the market and consider your previous experience, qualifications and individual competencies.

#### Adjustments for Applicants with Disabilities:

If because of a medical condition, physical disability or a neurodiverse condition you require an adjustment during the recruitment process, please reach out to [disabilities.austria@novartis.com](mailto:disabilities.austria@novartis.com) and let us know the nature of your request as well as your contact information. The support which we can provide will include advice on suitable positions as well as guidance at all stages of the application process. Austrian law provides candidates the opportunity to involve the local disability representative, Behindertenvertrauensperson (BVP), in the application process. If you would like to request this, please let us know in advance as a note on your CV.

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>

部門  
People & Organization

Business Unit

CTS

地点

Germany

站点

Munich (Novartis Business Services GmbH)

Company / Legal Entity

DE61 (FCRS = DE061) Novartis Business Services GmbH

Alternative Location 1

Basel (City), Switzerland

Alternative Location 2

Nuremberg (Novartis Business Services GmbH), Germany

Alternative Location 3

Schaftenau, Austria

Functional Area

Human Resources

Job Type

Full time

Employment Type

Regular

Shift Work

No

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Novartis is committed to building an outstanding, inclusive work environment and diverse team's representative of the patients and communities we serve. Hiring decisions are only based on the qualification for the position, regardless of gender, ethnicity, religion, sexual orientation, age and

disability. The law provides for severely disabled / equal applicants the opportunity to involve the local representative body for disabled employees (SBV) in the application process. If you would like to request this, please let us know in advance as a note on your CV.



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