

## Sr Manager Payroll Services

Job ID  
REQ-10059730

8月 13, 2025

Malaysia

### 摘要

#LI-Hybrid

To manage the P&O Services within a complex organization or multi-country organization or lead a specific service area/ process.

### About the Role

Major accountabilities:

- Lead and inspire the Payroll team for designated cluster of countries to ensure the right people, at the right time, get paid the right amount.
- Provide inputs to the PS&S Services strategy, develop plans within the focus area and ensure its implementation across assigned region / business areas, while continuously driving improvement and innovation.
- Partner closely with various stakeholders (finance, tax, rewards, People partner, legal, IT and

the business) to ensure payroll is processed securely as per defined procedures, guidelines, legal requirements and in compliance with local laws and regulations.

- Lead payroll development and implementation of process for new countries/entities to support business growth strategy
- Manage and drive resolution in any escalated operational delivery risks or issues.
- Analyze and identify potential design improvements (in cooperation with P&O), providing change management support and appropriate communications to prepare implementation of new services and processes.
- Keep up to date on required regulatory/compliance requirements and ensure compliance across the function.
- Manage and influence multiple stakeholders including expectations end-to-end are clearly defined and understood
- Conduct periodic cost and efficiency analyses to support productivity objectives, monitor, initiate additional activities if required -Manage the performance and talent development of direct reports and contribute to talent development of indirect reports -
- Lead or initiate various PS&S projects within the respective cluster.

Key performance indicators:

- Feedback from internal partners and client groups -Ensure the overall performance of the assigned P&O Service Team to achieve SLAs

Minimum Requirements:

Work Experience:

- 15+ years of professional experience in the payroll field.
- Demonstrated experience of handling large volume of payslips every month.
- Demonstrated experience of leading large teams and working in a matrix environment.
- Demonstrated experience of working in a large, shared service environment.
- Profound understanding of end-to-end Payroll and relevant statutory compliances for APAC countries like China, Japan, Singapore, Malaysia, South Korea, Thailand, Indonesia.
- Hands-on experience of Workday.
- Has strong leadership skills, is a team player, and is able to resolve conflicts.
- Has the ability to assess and provide input into the impact of a business process change.
- Experience in managing other APAC countries will be an added advantage.
- Experienced in managing vendors from negotiating contracts to continuous improvement (ADP, Strada).
- Furthermore, the ability to influence and collaborate at all levels of the organization, including senior management and stakeholders from the country.

Skills:

- Curiosity.
- Employee Relationship Management (Erm).
- Hr Administration.
- Hr Operations (Hr Ops).
- Hr Policies.
- Hr Service Delivery.
- Hr Strategy.
- Hris (Human Resource Management System).

- Human Resource Management System.
- Human Resources (Hr).
- Labour Law.
- Payroll.
- Resource Allocation.
- Service Delivery Framework.
- Talent Development.
- Talent Management.

Languages :

- Fluency in English.
- Any other regional language (i.e. Mandarin, Japanese) will be an added advantage.

### Commitment to Diversity and Inclusion / EEO

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

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>

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部门

People & Organization

Business Unit

Universal Hierarchy Node

地点  
Malaysia

站点  
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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