

H2R Services Expert, Switzerland-1 (German Speaker)

Job ID REQ-10060499

9月 01, 2025

Egypt

摘要

#LI-Hybrid Location: Cairo, Egypt

Step into a role where your expertise in HR operations directly shapes employee experience and service excellence. As an H2R Services Expert, you'll be at the heart of transforming strategic objectives into seamless operational delivery. You'll collaborate across teams to implement and improve processes, support data-driven decisions, and ensure that Novartis continues to lead with innovation and care in every aspect of People & Organization services. small client group, as well as coordinate data analysis and evaluation, in support of the implementation and/or maintenance of processes / services / continuous improvement in scope.

About the Role

Key Responsibilities

- Support the team in the operational conversion of P&O strategic objectives.
- Provide support and specific advice in the implementation of processes and standards for all P&O Services aspects (e.g. services, processes, continuous improvement) and provide guidance and assistance on problems and requests to customers/users through consulting and training -Support the identification and planning of services P&O Services will provide.
- Handle standard service requests, answer questions, resolve problems if possible or support problem resolution by close collaboration with next level support and/or experts -Perform user administration tasks (e.g. access management).
- Track service requests and troubleshoots analyze error messages and questions -Support periodic cost and efficiency analyses to support productivity objectives -Support personnel cost budgeting process and control.
- Support evaluation of the services / processes / continuous improvement in scope.
- Contribute to P&O Services projects at country or BU level

Essential Requirements

- Proven experience in operations management and execution within HR services
- Strong understanding of HRIS and identity and access management systems
- Demonstrated ability to support employee onboarding and service delivery processes
- Familiarity with payroll systems and data privacy standards
- Ability to analyze service data and contribute to continuous improvement initiatives
- Proficient in English with excellent communication and consulting skills

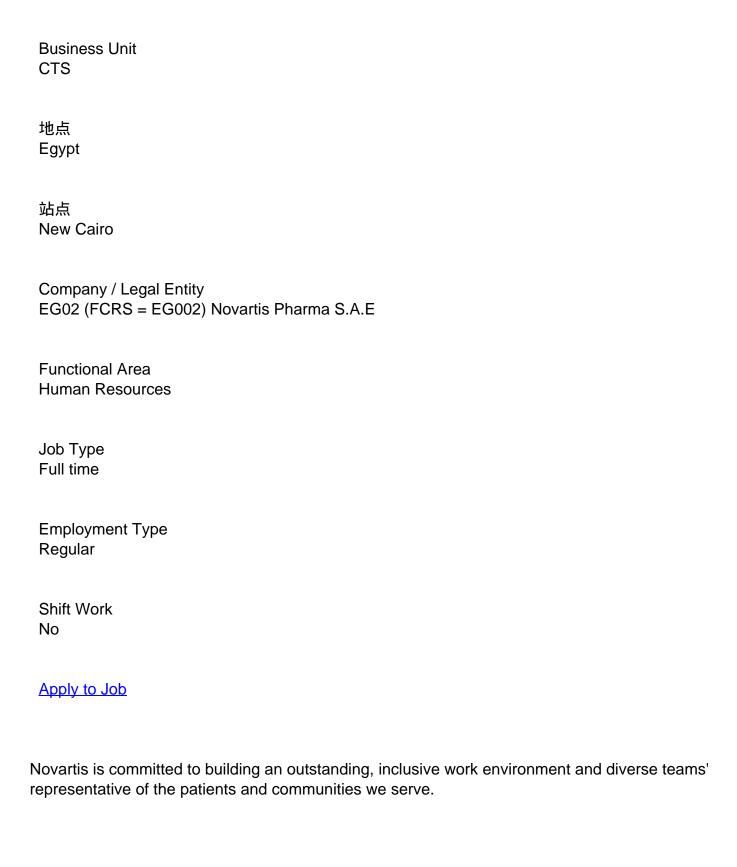
Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? https://www.novartis.com/about/strategy/people-and-culture

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部门

People & Organization





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