

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

Business Unit
CTS

地点
Egypt

站点
New Cairo

Company / Legal Entity
EG02 (FCRS = EG002) Novartis Pharma S.A.E

Functional Area
Human Resources

Job Type
Full time

Employment Type
Regular

Shift Work
No

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