

## H2R Services Manager China

Job ID  
REQ-10074324

3月 18, 2026

China

### 摘要

-To manage operational tasks and activities and develop P&O processes aligned with global P&O strategy, principles and guidelines to a dedicated client group, supporting the implementation of processes / services / continuous improvement in scope.

### About the Role

Major accountabilities:

- Ensure the operational conversion of the People Services & Solutions and P&O strategic goals within a dedicated client group.
- Coordinate and support processes and standards for all P&O Services aspects (e.g. services, processes, continuous improvement) in close cooperation with the respective Practice Networks and IT as required -Manage the delivery of services and processes to customers/users and conduct assessments of processes to identify areas of improvement

and define solutions that deliver business value.

- Contract and set expectations with Unit P&O / others as relevant on what services People Services & Solutions will provide and ensure that roles and responsibilities for processes end-to-end are clearly defined and understood.
- Support periodic cost and efficiency analyses to support productivity objectives.
- Deliver and present key data to supervisor and provide advice and support in data analysis and evaluation -Provide support for coaching the organization on P&O processes related to People Services & Solutions, e.g. global standards, efficiency.
- Support / participate in budget planning discussions, SLA process.
- Supervise the performance and talent development of a small team.
- Participate in or lead People Services & Solutions Projects at country or BU level.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable )

#### Key Performance Indicators:

- Feedback from internal partners and client groups - People Services & Solutions delivered on time with the right level of quality

#### Minimum Requirements:

#### Education & Qualification

- Minimum 3 to 5 years ' leadership experience, informal or direct management
- Minimum 5 years ' experience in People Services & Solutions or similar service providing organizations )
- Experience with SAP, Workday or Success Factors Work experience in virtual/remote teams preferred.
- Project Management Experience
- Proficiency in use of Microsoft Office; advanced Excel skills
- Diploma/Bachelor/master ' s degree in HR/Accounting/Business or related field is preferred

#### Skills:

- Change Management.
- Curiosity.
- Data Privacy.
- Employee Experience.
- HR Operations (HR Ops)
- HR Service Delivery.
- HRIS (Human Resource Management System.)
- Human Resources (HR)
- Human Resources Management.
- Labor Law.
- Payroll.

- Global Mobility
- IA Tax
- Service-Level Agreements (SLA)
- Talent Development.

#### Languages:

- English
- Mandarin

#### Additional Specification

- Responsible for managing and maintaining the employee contract lifecycle.
- Responsible for identifying opportunities to streamline contract processes and procedures, as well as managing contract databases and documentation.
- Responsible for managing and maintaining accurate records and files for all employees.
- Ensure that all personnel files comply with company policies, legal requirements, and industry standards.
- Collaborate with key stakeholders to provide data analysis reports that supports the organization's goals and objectives.
- Proficient in data analysis tools and techniques, and has a deep understanding of how to translate complex data into meaningful insights for the organization.
- Responsible for managing and maintaining best in-class services for deliverables under People Services & Solutions responsibility such as Relocation, Process Monitoring of Probation, MR Registration, Global Mobility, IA Taxations, P&O Certification of Separation Letter, Letter Proving Employment, and other certificates

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

部门

## People & Organization

Business Unit  
Human Resources

地点  
China

站点  
Shanghai (Shanghai)

Company / Legal Entity  
CN09 (FCRS = CN009) Shanghai Novartis Trading Ltd.

Alternative Location 1  
Beijing (Beijing), China

Functional Area  
Human Resources

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

```
function adjustKalturaPlayer() { var deviceWidth = window.innerWidth ||
document.documentElement.clientWidth || document.body.clientWidth; var mediaElement =
document.getElementById("kalturaplayer69bc193af4044587660727"); var mediaContainer =
mediaElement.closest('.nc-kaltura-media'); var originalWidth = "1200px"; var originalHeight = "674px";
var originalWidthValue = parseFloat(originalWidth); var originalHeightValue =
parseFloat(originalHeight); var mediaType = "video"; var isResponsive = false; // Get computed styles
of the container element. var parentStyles = window.getComputedStyle(mediaContainer); var
finalWidth = parseFloat(parentStyles.width); if (finalWidth < originalWidthValue) {
var config = { targetId:
"kalturaplayer69bc193af4044587660727", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false,
```

```
allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: { download: {
disable: true }, "playkit-js-transcript":{ position: "right", // Default: bottom;( ' left ' , ' right' , ' top ' , 'bottom ' ) to
enable transcript. expandMode: "over", // Default: alongside;( ' alongside' , ' hidden ' , 'over ' )
expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable:
true } }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false },
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] } }; config.plugins.preventSeek = { preventSeekForward:
false, preventSeek: false }; config.plugins.floating = { disable: true }; config.plugins.navigation = {
position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; config.plugins['playkit-
js-hotspots'] = { disable: true }; config.plugins['playkit-js-moderation'] = { disable: true };
config.plugins['playkit-js-info'] = { disable: true }; config.plugins.share = { disable: true };
config.ui.uiComponents = []; config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } };
```

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try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1_dgfvmafo"}); setTimeout(() => {
setupAutoPause(kalturaPlayerVideos); }, 500); function setupAutoPause(players) {
players.forEach((currentPlayer) => { currentPlayer.addEventListener('play', () => {
players.forEach((otherPlayer) => { if (otherPlayer !== currentPlayer && typeof otherPlayer.pause ===
'function') { otherPlayer.pause(); } }); }); }); } catch (e) { console.error(e.message) }
```



**VIDEO**

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