

# H2R Services Manager China

Job ID  
REQ-10074324  
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Китай

## Сводка

-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 \(PDF 30 MB\)](#)

Дивизион

People & Organization

Business Unit

Human Resources

Место

Китай

Сайт

Shanghai (Shanghai)

Company / Legal Entity

CN09 (FCRS = CN009) Shanghai Novartis Trading Ltd.

Alternative Location 1

Beijing (Beijing), Китай

Functional Area

Управление персоналом

Job Type

Full time

Employment Type

Regular

Shift Work

No

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

### Accessibility and accommodation

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

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