

Head PS&S India

Job ID
REQ-10034573
Mar 07, 2025
India

Summary

Location: Hyderabad #LI Hybrid

About the role:

The Head of People Services & Solutions (PS&S) is responsible for translating the People & Organization (P&O) service and operational requirements of countries into PS&S to ensure delivery excellence. This role involves strong collaboration with Country P&O teams and PS&S Service Delivery teams to guarantee high-quality service delivery in alignment with the service catalogue. The Head PS&S acts as a liaison between Services and Country, fostering a unified One P&O mindset and representing PS&S to all stakeholders, including business teams.

The role is accountable for stakeholder management within the respective country/cluster and focuses on sustainable and continuous relationship building. It involves efficient collaboration with Service Delivery Leads to ensure the delivery of agreed-upon services and adherence to high-quality standards. Additionally, the Head PS&S represents People Services to the P&O Communities and business, ensuring smooth cross-domain collaboration while following the strategy of One Novartis.

About the Role

Your responsibilities include, but not limited to:

- **Overall Management and Leadership**

- a. Represent PS&S on Country P&O Board and Hyderabad Novartis Corporate Center (NOCC) Leadership Team
- b. Develop and implement strategic plans to achieve PS&S global strategy goals in relevant countries while promoting standards of work and service delivery
- c. Provide direction and guidance across departments and teams enabling One P&O mindset
- d. Foster a positive and productive work environment
- e. Contribute to country P&O talent discussions (e.g. identify training needs, encourage lateral moves etc)
- f. NOCC PS&S representation during strategic visits

- **Service Delivery Oversight/Representation**

- a. Promote efficiency and effectiveness through PS&S operational policies and procedures
- b. Create space for collaboration across all PS&S workstreams
- c. Ensure service quality control and alignment with local requirements
- d. Monitor and analyze key performance indicators to identify PS&S areas for improvement and facilitate

improvements where needed

e. Ensure efficient use of PS&S resources and manage intake of requests for additional support on top of service catalogue

- **Customer Relations**

- a. Identify and develop strategies to enhance customer satisfaction
- b. Address escalations and resolve issues related to service quality and integration
- c. Maintain strong relationships with key clients and stakeholders
- d. Support implementation of case deflection strategies to streamline customer support
- e. Understand customer needs to identify opportunities for new products or services

- **Communication and Change Management**

- a. Communicate with country stakeholders, including employees, managers, P&O and Country Leadership Team
- b. Provide regular reports on PS&S performance and progress towards P&O goals
- c. Conduct meetings and presentations to share information and discuss business strategies (country as well as PS&S focused)
- d. Foster effective internal communication and collaboration among departments and teams
- e. Manage change management processes and address new requirements from the business, as well as PS&S

- **Risk Management**

- a. Identify opportunities and assess risks impacting PS&S organization (e.g. data and integration issues) in collaboration with PS&S compliance
 - b. Support or own risk mitigation strategies and procedures partnering with relevant P&S teams (depending on topic)
- c. Monitor and address any ethical or legal issues, including legal requests, in collaboration with relevant parties
- d. Identify needs for process improvement and facilitate appropriate action to address them
- e. Act as country contact for audits, liaise with the right parties to ensure relevant workstreams/functions are included

Minimum requirements :

- 15+ years of experience in relevant field, HR preferred
- Work experience in international environment/team/global company and experience in SSC environment is a must.
- Work experience in virtual/remote teams
- Highly organized, structured and efficient working style; ability to manage a high workload with conflicting priorities in a challenging environment
- Excellent clear communication to stakeholders in business and senior leaders, including written and verbal form and presentations to steering committees
- People Leadership across a matrixed cross-functional environment
- Ability to manage competing priorities ensuring business outcomes

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