

# Payroll Expert

Job ID  
REQ-10005729  
May 29, 2024  
Malaysia

## Summary

-To support the development of P&O processes, principles, and guidelines for a 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

### Major accountabilities:

- 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 consultation 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 guides -Perform user administration tasks (e.g. access management).
- Track service requests and fixes – 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

### Key performance indicators:

- P&O Services delivered on time with the right level of quality

### Minimum Requirements:

- University level degree and equivalent experience in Finance, Business or any related field.
- Proficient in English - both written and spoken, excellent interpersonal skills.
- At least 3 years of experience in leading payroll data and ideally gained within a healthcare / pharmaceutical/shared services environment
- Optimizing Customer value by co-creating and developing compelling customer focused solutions

### Work Experience:

- Operations Management and Execution.

- Handling and supporting Malaysia statutory submission

**Skills:**

- Curiosity.
- Data Privacy.
- Employee Experience.
- Employee Onboarding.
- Hr Operations (Hr Ops)
- Human Resources Management.
- Identity And Access Management (Iam).
- Payroll.

**Languages :**

- English.

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Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together?

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

Division

People & Organization

Business Unit

CTS

Location

Malaysia

Site

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

Functional Area

Human Resources

Job Type

Full time

Employment Type

Regular

Shift Work

No

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