

# Senior People Partner - Operations

Job ID  
REQ-10037753  
Jan 27, 2025  
India

## Summary

-To lead, or be a specialist in People Partner teams delivering a consistent end-to-end P&O experience, focusing on the moments that matter for leaders, To establish a thorough business understanding in order to deliver consistent BU focused leadership interventions, global initiatives, culture change and other BU relevant activities. Delivers end-to-end P&O experience, focusing on the moments that matter for leaders, managers and associates. In addition, Sr PP also drives day-to-day P&O topics in close partnership with the x-divisional PPs

To act as a trusted advisor offering in-country policy expertise and knowledge to support and educate leaders, managers and associates on all P&O topics (in country enabling the delivery of lifecycle events, the employee value proposition, talent acquisition, talent management, learning, performance management, employee relations, rewards, pay and reporting)

## About the Role

### Major accountabilities:

- **Transformation**
- Lead the delivery of in-country transformations, consult and negotiate with local works council / unions, provide advice and guidance for managers through the local process, oversee associate notice / handover meetings and overall restructuring lifecycle
- Oversee the execution of local implementation of large-scale organizational and day-to-day organizational structure changes, in line with country regulations / policies.
- **DEI&C**
- Advise on and handle diversity, equity and inclusion at all levels, e.g., gender representation, LGBTI, pay equity
- Communicate full spectrum of inclusion & Psychological Safety.
- Activate business ownership and accountability of diversity, equity and inclusion initiatives; and align with global or local initiatives / implementation
- Champions culture and supports implementation of corporate initiatives (e.g., Hybrid working, Employee Value Proposition etc.).
- **Project Management**
- Actively participates in complex projects and supports implementation of corporate initiatives (e.g. Evolve, Go Big on Learning, Workday etc.)
- Manage complex business unit related projects with broad scope on cross divisional or even global scope
- Involved in designing or leading and delivering P&O initiatives that support the overall P&O Strategy against agreed timelines, scope and objectives (time, cost, quality)
- **Capability building (Business and PP)**

- Drives quality, effectiveness, efficiency and continuous improvement for P&O People Partnering and related processes
- Curating and driving workshops for people managers on capability building with respect to people management
- In depth P&O expertise on some higher-level P&O processes in culture, talent management, team effectiveness, change management
- Identifying opportunities for simplification and continuous improvement. Leading such interventions at country level
- Lead career and development conversations; understand team aspirations, skills and the capabilities required for success
- Identify required critical capabilities for the future and establish plans to meet capability gaps at the organization and individual level
- Profound knowledge and understanding of various P&O functions including COEs
- **Moments that Matter**
- Accountable for credible P&O People Partnering to leaders, managers and associates, offering advice and guidance on the moments that matter
- First point of escalation for all leaders and managers on their day-to-day P&O topics, providing expert advice, guidance and support.
- Acts as the escalation point for exceptions to P&O standards (regulations and P&O processes), deviations or appeals
- Embraces customer feedback to understand the customer journey with moments that matter and drives continuous improvement
- Implement enhancements and modification as necessary to meet both the business and customer needs
- Ensures business proximity by establishing strong relationships with BU and BU-P&O community to understand needs and challenges and translate to PP interventions (higher seniority of leaders, high complexity of organization, global impact)
- Senior level of consultation to key stakeholders and senior leadership teams, focused on leadership interventions, global initiatives, culture change etc.
- Managing employee life cycle (e.g. Restructuring cases, PIPs, Development conversation, Speak Up, Legal cases, Employee Life Cycle Management)
- **Optimizing P&O data**
- Drive buy-in and utilization of data and analytics to identify risk and trends, and to apply these business insights to inform decisions and actions.
- Curating solutions for business problems w.r.t talent based on available data
- **Country ER & Regulatory**
- Ensure compliance with local equity / Equal Employment Opportunity (EEO) regulations
- Maintaining the highest level of professionalism, ethics, and integrity when handling sensitive and confidential P&O matters
- Driving ER and SpeakUp matters with utmost sensitivity and adopting a neutral approach
- Leads alignment and harmonization of local regulations with P&O Board; monitors compliance, risk management and review P&O controls (as part of the NFCM framework) working with People Partner team

### **Coaching & Mentoring (Business and P&O)**

- Coaches and guides people managers on role evaluations in line with local governance w.r.t transformation
- Coaching and mentoring country people partners on navigating complex business problems and P&O processes
- Contributes to the Moments that Matter by coaching and counselling P&O PPs across division on local and global policies and processes.

- Clarify People Partner team priorities linked to purpose and strategy, helping collaborate with other teams, manage across the matrix, remove obstacles and overcome silos
- Collaborates with other P&O People Partner Heads in other countries, regions and clusters to maintain a consistent standard globally
- Coaching leaders and managers to drive team effectiveness activities based on OurVoice and Team Perspective reports
- Coaching, advising and challenging leaders, managers and associates on all P&O topics including promoting self-sufficiency in people processes
- Driving quality, effectiveness, efficiency and continuous improvement for P&O People Partnering and related processes

#### **Minimum Requirements:**

- Experience: 7 to 12 years of work experience in a HR environment, preferably in the pharmaceutical industry
- MBA in HR or equivalent is a must.
- Strong stakeholder management, customer influence and influencing skills, capable to build relationships and work independently.
- Fluent in English

#### **Commitment to Diversity and Inclusion:**

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

#### **Accessibility and accommodation**

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Business Unit

CTS

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