

# Time Services Expert

Job ID  
REQ-10036746  
Ene 23, 2025  
Bélgica

## Resumen

Location: Vilvoorde, Belgium #LI-Hybrid

Novartis Belgium & Netherlands is an internationally renowned pharmaceutical company, specializing in the research, development and marketing of innovative medicines. We are looking for a Time Services Expert on a permanent basis for our offices in Puurs.

The purpose of the role is 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

Your responsibilities will be but are not limited to:

- Provide administrative support to the implementation of processes and standards for all P&O Services aspects (e.g., services, processes, continuous improvement) and follow up inquiries on problems and requests from customers/users.
- Attend to standard service requests, answer questions, resolve problems if possible, or support problem resolution by close collaboration with next level support and/or experts.
- Perform user administration tasks (e.g., access management).
- Assist in tracking service requests and troubleshoot – support the analysis of error messages and questions.
- Perform administrative tasks to facilitate the delivery and presentation of key data to supervisors.
- Prepare reports on the evaluation of services and processes.
- Track and correct time records so that a transfer to payroll is correct.
- Follow up on time credits (report to RVA, HRops for contract creation, adjust work plan and leave balance in Primetime, notify Manager for Workday adjustment).
- Follow up industrial accidents (report to insurance) in collaboration with HSE.
- Reports (Work accidents, Active/inactive, temps, etc.).
- Annual: calculate and upload leave entitlements (for NM in Primetime, for Pharma in eBlox, for Netherlands in Workday - automatic upload but check).

## Minimum requirements:

- University degree or similar education
- Several years of relevant experience
- Fluent English / Dutch

- Knowledge of Belgian and Dutch legislation. Support and advise stakeholders on the application of legislation
- Collaborating across boundaries

### **Benefits and rewards:**

Read our handbook to learn about all the ways we'll help you thrive personally and professionally:

<https://www.novartis.com/careers/benefits-rewards>

### **Commitment to Diversity & Inclusion:**

*We are 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 all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in any order to receive more detailed information about essential functions of a position, please send an e-mail to [inclusion.belgium@novartis.com](mailto:inclusion.belgium@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

**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>

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<https://talentnetwork.novartis.com/network>

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División

People & Organization

Business Unit

CTS

Ubicación

Bélgica

Sitio

Vilvoorde

Company / Legal Entity

BE03 (FCRS = BE003) Novartis Pharma nv-sa

Functional Area

Recursos humanos

Job Type

Full time

Employment Type

Regular  
Shift Work  
No  
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## Time Services Expert

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