

# Global Lead of Quality Assurance, Audit Readiness, and Service Improvement for People Life Cycle (PLC)

Job ID  
REQ-10037068  
Feb 04, 2025  
India

## Sommario

Location: Hyderabad #LI Hybrid

About the role:

The Global Lead of Quality Assurance, Audit Readiness, and Service Improvement for People Life Cycle (PLC) is a senior role that plays a critical part in executing the PLC strategy. This role ensures that PLC operations align with long-term strategic goals while meeting the highest standards of quality, audit readiness, and service excellence. The Global Lead will work closely with senior stakeholders within People Services & Solutions (PS&S) and senior leadership across all partner functions within People & Organization (P&O), driving the successful implementation of the mandate.

The Global Lead will collaborate with partners within PS&S, viz. Service Governance, Compliance, and Operational Excellence teams to ensure alignment with the broader PS&S framework, while also defining and implementing specific mechanisms tailored to the unique needs of the PLC. This role demands close partnership with operations teams, integrating improvements into daily activities to ensure they are practical, sustainable, and effectively enhance service delivery.

This role supports two key pillars within the PLC: Learning & Talent Services (focused on Talent platforms like U4G, TalentMatch, MatchLearn, and also GxP support) and Hire to Retire (focused on HRCore and Workday dependent processes). The Global Lead will oversee five direct reportees across regions, each an expert in either Learning Services or H2R processes and requirements, ensuring that both pillars are well-supported and aligned with the organization's overall strategy.

## About the Role

Your responsibilities include, but not limited to:

- **Strategic Planning and Execution:** Partner with the Global Head of PLC to execute the PLC strategy relevant to quality, audit obligations and improvements, translating high-level strategic goals into detailed, actionable plans. Lead the operationalization of these strategies across the global PLC organization, working closely with senior stakeholders in PS&S and P&O.
- **Quality Assurance:** Develop, implement and own a comprehensive quality assurance framework specific to PLC operations, adaptable to diverse global needs. Ensure continuous monitoring and

improvement of quality standards through data-driven decision-making and the integration of best practices into operational workflows.

- **Audit Readiness:** Define, establish and maintain robust audit readiness protocols, ensuring compliance with global standards and compliance, NFCM requirements. Basis the audit readiness protocols, perform periodic audits within PLC organization to assess adherence to various controls, NFCM requirements as well as validating good practices. Work closely with Compliance and Governance teams to customize audit processes for PLC needs, ensuring readiness across all jurisdictions.
- **Service Improvement:** Plan & Lead initiatives aimed at enhancing service delivery within the PLC, focusing on root cause analysis and the implementation of scalable, sustainable solutions. Collaborate with operations teams to integrate improvements into daily activities, ensuring changes are practical and have a lasting impact.
- **Senior Stakeholder Engagement:** Engage with senior leaders across PS&S and P&O, ensuring that PLC initiatives are integrated with broader organizational priorities. Engage stakeholders for processes & initiatives that have dependencies with other value streams within PS&S or sub functions within P&O, ensure that PLC agenda is appropriately supported and aligned to drive successful outcomes across the global organization.
- **Support for Learning Services and H2R Pillars:** Provide strategic and operational support to both Learning Services (focused on U4G, GxP, etc.) and H2R (focused on HRCore, Workday, etc.). Manage five direct reportees, each a subject matter expert in either Learning Services or H2R, to ensure both pillars receive the specialized support necessary for success. Oversee the development and implementation of quality, audit, and service improvement initiatives specific to the needs of these pillars.
- **Leadership and Team Management:** Provide leadership to the PLC quality assurance and service improvement teams, fostering a culture of excellence, accountability, and continuous development. Manage a global team, balancing central oversight with regional autonomy.
- **Performance Monitoring and Control:** Develop and manage a comprehensive set of KPIs that track the effectiveness of quality assurance, audit readiness, and service improvement initiatives. Regularly report to senior leadership and make data-driven adjustments as necessary.

#### **Minimum requirements :**

- Bachelor's or Master's degree in Business Administration, Human Resources, or a related field.
- At least 15 years of experience in senior roles within global HR operations, quality assurance, or audit readiness.
- Demonstrated experience in leading and executing complex, large-scale initiatives across a geographically dispersed organization.
- Proven ability to engage and influence senior stakeholders across multiple functions, including PS&S and P&O, with a track record of driving outcomes.

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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.

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