

Hire to Retire Senior Expert (HR processes) 2 open roles

Job ID
REQ-10066628

12月 02, 2025

Mexico

摘要

As a Senior Expert, you will play a pivotal role in supporting the development and enhancement of People & Organization (HR) processes, principles, and guidelines for a select client group. Your responsibilities will include coordinating data analysis and evaluation to ensure the effective implementation and maintenance of processes, services, and continuous improvement initiatives within the scope. You will collaborate closely with various stakeholders to drive innovation, optimize efficiency, and foster a culture of excellence.

Location: M é xico, CDMX
#LI-Hybrid

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you

About the Role

Key Responsibilities:

- Customer experience: ensure all actions related to creating a positive impact and experience for customers.
- Operational excellence: ensure adherence to indicators related to operational excellence and influencing the extended team to comply with expectations.
- Project Leadership: Leading and managing projects or workstreams within their area of expertise ensuring adherence to timelines and overall expectations.
- Data Analysis and Problem Solving
: Interpreting complex sets of data and using that information to guide decision-making, identifying and mitigating risks
- Technical Skills:
Deep knowledge of processes in scope, ensuring accurate documentation of processes and guideline for operation, required tools and systems expertise.
- Risk Management: Identifying potential issues with projects or clients and understanding the consequences of certain actions to anticipate preventing actions.
- Agile and tech savvy
: Understanding software development, and creating effective tools and solutions based on client goals and needs
- Stakeholder management: being the point of contact for critical stakeholders related to the process in scope and PLC partners to resolve conflicts and influence decisions.
- Quality Assurance: Leading quality assurance activities, including validation, mass requirements, NFCM controls and point of contact for audits.
- Continuous Improvement:
Engaging in continuous improvement initiatives and modernization of processes, ensuring deployment and change mgmt. Data Analysis: Interpreting complex sets of data and using that information to guide decision-making.

Essential Requirements:

- Professional Experience: 3-5 years in relevant markets (USA, MX, BR) and / or regional (multi-country) / global scope
- Shared services center experience (in roles similar or equivalent to: Expert, System / Process Subject Matter Expert)
- Education: Bachelor's degree in Human Resources, Communications, Business Administration, or a related field.
- Languages: Full professional proficiency in both English and Spanish, with strong written and verbal communication skills.
- Skills: Highly Organized, action - oriented, Problem solver.
- Experience working with Workday, SAP and/or HR Core

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.

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>

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>

部门

People & Organization

Business Unit

Human Resources

地点

Mexico

站点

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Human Resources

Job Type

Full time

Employment Type
Regular

Shift Work
No

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Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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