

# Subject Matter Expert/Senior Expert - Central and Eastern Europe Cluster

Job ID

REQ-10079508

Jul 31, 2026

LOC\_CZ

## About the Role

### Key Responsibilities

- Provide expert country guidance across assigned markets to enable accurate, compliant Hire to Retire delivery.
- Maintain and enhance country documentation to ensure clarity, accuracy, and audit readiness.
- Build vendor capability through training, onboarding, and refresher enablement.
- Support quality assurance by identifying defect trends and driving corrective actions.
- Support daily governance through country inputs, action tracking, and disciplined follow-through.
- Support audit readiness by maintaining complete, traceable, and current documentation.
- Enable change readiness through impact support, documentation updates, and training coordination.
- Drive continuous improvement by surfacing pain points and supporting simplification actions.
- Maintain country logs to ensure consistent guidance, stronger knowledge retention, and less ambiguity.

### Essential Requirements

- Strong knowledge of country HR processes, statutory requirements, and service expectations across supported Central European countries.
- Experience maintaining process documents, work instructions, and training materials in governance or outsourced environments.
- Strong analytical skills with the ability to interpret data, identify themes, and draw practical conclusions.
- Experience in quality assurance, defect analysis, root cause identification, and corrective actions.
- Strong stakeholder management and influencing skills across vendors, markets, and internal governance teams.
- Ability to work within governance frameworks with sound judgment in issue triage, documentation, and escalation.
- Strong written communication skills for clear, structured, and audit-ready documentation.
- High personal accountability, strong attention to detail, and consistent follow-through.
- Proficiency in relevant market languages as required (Polish/ Romanian)

### Desirable Requirements

- 5+ years in HR services, shared services, outsourcing support, or operational excellence across Hire to Retire.
- Strong experience of leveraging SNOW for driving daily operational rigor demonstrated ability to streamline processes and support team members on scale-up
- Exposure to quality frameworks, governance models, or compliance-driven service delivery environments.

### Benefits & Rewards

At Novartis, we're committed to reimagining medicine together - and rewarding the people who make it happen.

Expected Annual Base Salary Range for role: CZK 577 920 to CZK 1 073 280

The base salary offered is determined based on gender-neutral objectives, such as relevant skills, competencies and experience in accordance with the Novartis pay setting policy and upon joining Novartis will be reviewed periodically.

In addition to your base salary, you may be eligible for a performance-based bonus depending on certain performance

parameters.

The rewards of being part of our team go far beyond base pay and incentives. We also offer a variety of competitive benefits in kind to help you thrive personally and professionally, such as insurance plans, retirement plans, wellbeing resources and global recognition programs. In addition, we provide flexible and hybrid working options, where possible, and minimum 14 weeks paid parental leave.

Pay equity is a fundamental principle of our employment policy and reflects our commitment to create a diverse, equitable and inclusive environment that treats all employees with dignity and respect, as outlined in our Code of Ethics.

Read our brochure to learn more about our global total rewards offering:

[https://www.novartis.com/sites/novartis\\_com/files/novartis-life-handbook.pdf](https://www.novartis.com/sites/novartis_com/files/novartis-life-handbook.pdf)

What you will receive

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program – choice of benefits from Benefit Plus Cafeteria in the amount of 17,500 CZK per year; Meal vouchers in amount of 105 CZK for each working day (full tax covered by company); Public Transportation allowance; MultiSport Card, Employee Share Purchase Plan. Find out more about Novartis Business Services: <https://www.novartis.cz/>

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

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 order to receive more detailed information about the essential functions of a position, please send an e-mail to [di.cz@novartis.com](mailto:di.cz@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

## Role Requirements

**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:** Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Primary location salary range

Kč577,920.00 - Kč1,073,280.00

Division

DIV\_PO

Business Unit

Human Resources

Location

LOC\_CZ

Site

Prague

Company / Legal Entity

CZ02 (FCRS = CZ002) Novartis s.r.o.

Functional Area

FCT\_HR

Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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