

In-Country Japan H2R Services Manager

Job ID

REQ-10085267

Sep 02, 2026

LOC_JP

About the Role

Key Responsibilities

A. Country H2R Service Leadership

- Lead end-to-end delivery of In-Country Hire-to-Retire services for Japan.
- Ensure operational execution aligns with global service standards, service catalogs, governance frameworks, and Japanese regulatory requirements.
- Translate strategic priorities into measurable operational outcomes.
- Establish service delivery objectives and monitor achievement against agreed performance measures.
- Serve as the operational authority for In-Country H2R services within Japan.
- Represent Japan in regional and global H2R governance forums, operational reviews, and strategic discussions.
- Ensure operational decisions balance employee experience, compliance, quality, efficiency, and business needs.
- Strengthen stakeholder alignment and service effectiveness by partnering with Country P&O teams, Customer Delivery Excellence (CDE), Payroll Operations, and cross-functional stakeholders.

B. Workforce Administration, Data Governance & Documentation Management

- Establish robust workforce administration controls ensuring high levels of data integrity and operational accuracy.
- Oversee employee master data governance activities across all applicable systems.
- Ensure employee files, statutory documentation, and employment records are maintained in accordance with Japanese legal requirements and Novartis policies.
- Monitor and improve data quality through structured quality assurance activities.
- Lead root cause analysis and implement corrective and preventive actions associated with recurring data quality issues.
- Ensure workforce data supports operational reporting, regulatory compliance, and payroll processing requirements.
- Maintain governance standards for document retention, archiving, and records management.
- Ensure H2R operations are executed in accordance with Japanese employment practices, statutory documentation requirements, local language needs, data privacy obligations, and country-specific employee lifecycle requirements.

C. Vendor & Third-Party Service Governance

- Establish and maintain effective governance frameworks with vendors supporting Japan employee lifecycle services.
- Conduct regular operational reviews to assess service performance, compliance adherence, issue resolution effectiveness, and employee experience outcomes.
- Monitor contractual obligations, service level agreements, operational commitments, and vendor performance metrics.
- Escalate and coordinate resolution of vendor-related service failures, risks, and compliance concerns.
- Ensure effective coordination of activities across H2R, Payroll KK, Country P&O, Payroll Operations, and external service providers.
- Lead operational readiness activities involving third-party providers during organizational changes, regulatory updates, technology deployments, and business transformation initiatives.
- Drive continuous improvement initiatives through collaboration with vendors and internal stakeholders.
- Ensure vendor-supported processes align with Novartis operational, compliance, and employee experience standards.
- Provide governance and oversight for payroll-related operational dependencies managed by external providers.
- Provide operational leadership and country service expertise during vendor selection, transition, implementation, and stabilization activities when applicable.

D. Upstream Payroll Readiness Governance

- Ensure H2R-owned employee lifecycle transactions, workforce data updates, and documentation processes are completed accurately and timely to support stable payroll outcomes.
- Partner closely with Payroll Operations, Payroll KK, and technology teams to support end-to-end service performance.
- Lead investigation and remediation of systemic process gaps affecting payroll outcomes.
- Contribute H2R operational controls, evidence, and remediation plans for payroll governance reviews, audits, and compliance activities.
- Ensure operational readiness during payroll enhancements, regulatory changes, system deployments, and transformation initiatives.
- Drive stabilization and continuous improvement activities within the integrated operating model.

E. People Leadership, Capability Building & Organizational Effectiveness

- Lead, coach, and develop a small team of H2R professionals to achieve operational, customer, and service objectives.
- Create an environment that promotes accountability, collaboration, customer centricity, and continuous improvement.
- Establish clear performance objectives aligned with organizational priorities and service commitments.
- Conduct regular performance reviews, coaching discussions, development planning, and career conversations.
- Identify capability gaps and implement targeted development initiatives.
- Drive succession planning and talent development activities to ensure long-term organizational sustainability.
- Ensure effective workload allocation, workforce planning, and resource management across all operational activities.

- Build a resilient service model through cross-training, knowledge transfer, job rotation, and capability diversification.
- Foster employee engagement and promote a culture aligned with Novartis Values and Behaviors.
- Promote innovation, ownership, and continuous learning within the team.
- Ensure team readiness during organizational change, transformation initiatives, regulatory updates, and technology deployments.

F. Digital, Analytics & Future of Work Enablement

- Promote adoption of digital solutions, self-service capabilities, and modern service delivery approaches.
- Drive utilization of enterprise platforms, including Workday, ServiceNow, Microsoft technologies, analytics platforms, automation solutions, and future digital capabilities.
- Identify opportunities to leverage automation, artificial intelligence, and data-driven insights to improve operational effectiveness and employee experience.
- Develop operational dashboards, governance reporting, and performance metrics for leadership review.
- Translate operational data into actionable recommendations and business insights.
- Provide meaningful workforce and operational insights to support leadership decision-making, workforce planning, and service improvement initiatives.

G. Decision Making Authority

- Determines local operational priorities.
- Approves operational improvement initiatives.
- Owns vendor performance escalations.
- Recommends controls and remediation activities.
- Represents Japan operational interests within regional governance forums.

Essential Requirements

- Minimum of 10 to 15 years of progressive experience in HR Operations / Hire-to-Retire experience with strong expertise across hire, employee lifecycle management, and separation processes.
- Proven people leadership experience, including performance management, coaching, capability development, succession planning, and workload management.
- Strong knowledge of Japanese HR operations and employment practices, including employee documentation, workforce administration, and compliance requirements.
- Experience managing employee data governance and HR systems, ensuring data integrity, quality controls, and records management.
- Experience managing payroll-impacting HR processes, with a strong understanding of upstream activities that influence payroll accuracy and compliance.
- Vendor and third-party service management experience, including governance, service performance monitoring, issue resolution, and stakeholder coordination.
- Strong stakeholder management and influencing skills, with the ability to partner effectively across local, regional, and global functions.
- Experience leading operational transformation and change initiatives, including process improvement, technology adoption, and service optimization.
- Hands-on experience with HR technology platforms, preferably Workday, ServiceNow, and reporting or analytics tools used to drive operational performance.

- Strong experience in escalation management, stakeholder engagement, and operating effectively within governance and assurance roles across matrixed, cross-functional environments.
- Business-fluent Japanese and English communication skills, enabling effective engagement with Japan-based employees, vendors, leadership teams, and global stakeholders.

Desirable Requirements

- Experience leveraging ServiceNow, including AI-enabled capabilities, to simplify processes, reduce duplication, and redirect team capacity toward higher-value work.
- Experience using reporting and visualization tools such as Power BI + AI-enabled capabilities to generate governance insights, performance reporting, and trend analysis.
- Experience working within outsourced, captive, or hybrid HR service delivery models, with exposure to vendor governance and service assurance.
- Exposure to audit, risk, or internal control environments, including familiarity with compliance-driven service delivery.
- Experience working in regional or global shared service organizations with complex stakeholder environments.
- Experience leading continuous improvement, Lean, Six Sigma, or operational excellence initiatives.
- Project and change management experience, including organizational change and workforce readiness activities.
- Experience leveraging digital technologies, automation, AI, or self-service solutions to improve HR operations.
- Advanced reporting and analytics capability, including dashboard development and data-driven decision support.
- Experience representing a country organization in regional or global governance forums and influencing senior leadership decisions.

Role Requirements

Division

DIV_PO

Business Unit

Human Resources

Location

LOC_JP

Site

Toranomon (NPKK Head Office)

Company / Legal Entity

JP05 (FCRS = JP005) Novartis Pharma K.K.

Functional Area

FCT_HR

Job Type

Full time

Employment Type

Regular

Shift Work

No

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