

Time Service Delivery Expert

Job ID
REQ-10076459
апр 29, 2026
Индия

Сводка

#LI-Hybrid

Location: Hyderabad, India

This role is based in Hyderabad, India. Novartis is unable to offer relocation support: please only apply if accessible.

The purpose of this role is to provide second level expert services for employees, managers and People & Organization Services community in the area of Time Services processes and act as a subject matter expert for these services.

In addition, the role coordinates with global service centers the implementation and execution of end-to-end Time Services policies, programs and regulatory requirements within day-to-day People & Organization Services operations and provides support on Time & Attendance tool.

About the Role

Key Responsibilities

- Deliver accurate and timely time and attendance operations, ensuring complete and reliable records across assigned populations.
- Act as a second-level subject matter expert for Time Services processes, policies, and data-related topics.
- Ensure compliance with local legislation, data privacy requirements, payroll controls, and internal governance standards.
- Resolve time and attendance queries within agreed service levels and escalate complex issues to the appropriate experts.
- Prepare and validate payroll inputs in line with payroll calendars, controls, and audit requirements.
- Produce regular and ad-hoc reports to support payroll, compliance, and business needs, highlighting exceptions and risks.
- Support system enhancements, projects, and stakeholder training to continuously improve Time Services delivery and user experience.

Essential Requirements

- 2-5 years of hands-on experience in Time Services or Time and Attendance operations using a dedicated time solution platform.
- 2-5 years of experience in Human Resources Services either in Payroll-Time operations, or Human Resources technology within a complex organization.
- Strong working knowledge of time and attendance processes, payroll inputs, controls, and compliance requirements.
- Proven ability to work with time and attendance systems and enterprise platforms such as Workday, SAP, UKG, Workforce Software is advantage.
- Demonstrated attention to detail, sound judgment, and ability to manage sensitive data with the highest level of confidentiality.
- Advanced proficiency in Microsoft Office, particularly Excel, with strong analytical and reporting skills.

Desirable Requirements

- Experience supporting transformation initiatives, system transitions, or global projects in Time and Attendance services.
- Additional language skills apart from English is a plus.

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<https://www.novartis.com/about/strategy/people-and-culture>

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Дивизион

People & Organization

Business Unit

Human Resources

Место

Индия

Сайт

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Управление персоналом

Job Type

Full time

Employment Type

Regular

Shift Work

No

Accessibility and accommodation

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