

# External Workforce Management Process Specialist

Job ID  
REQ-10084470  
авг 19, 2026  
Индия

## Сводка

Location: Hyderabad, India

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

Are you passionate about process excellence and creating seamless workforce experiences on a global scale? As an External Workforce Management Process Specialist, you'll play a key role in supporting and continuously improving the processes, systems, and policies that enable Novartis' external workforce strategy. Working at the intersection of operations, technology, and compliance, you'll help ensure a high-quality user experience while driving consistency, transparency, and operational excellence across external workforce management activities.

## About the Role

### Key Responsibilities

- Provide expert guidance on external workforce processes, policies, and operational standards.
- Perform regular reviews to ensure adherence to established procedures and controls.
- Monitor activities and identify process gaps, risks, and non-compliance cases.
- Serve as the escalation point for SAP Fieldglass system and process issues.
- Support defect resolution, standard enhancements, and change requests within Fieldglass.
- Coordinate with advanced support teams to resolve complex system incidents.
- Deliver reporting and analytics to support operational decision-making and process improvements.
- Develop and maintain knowledge resources, training materials, and user guidance.
- Provide direct support to countries without dedicated local support resources.

### Essential Requirements

- Bachelor's degree or equivalent professional experience in human resources, operations, or a related field.
- Experience supporting or administering SAP Fieldglass processes and solutions.
- Strong understanding of operational processes, controls, and service delivery principles.
- Ability to analyze data, identify trends, and translate insights into actions.
- Excellent problem-solving skills with a proactive and customer-focused mindset.
- Professional English communication skills, both written and spoken

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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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