

Payroll Services Expert

Job ID

REQ-10074694

Apr 16, 2026

LOC_IN

About the Role

Key Requirements:

- Support the team in translating Payroll strategic objectives into operational execution and measurable outcomes.
- Reconcile payroll data across systems, identify discrepancies, document findings, and maintain control and audit processes.
- Provide guidance and practical support to implement payroll processes and standards across services, operations, and continuous improvement; deliver consulting and training to customers and users.
- Manage standard payroll service requests by answering questions, resolving issues when possible, and coordinating with next-level support or subject-matter experts for complex cases.
- Track and monitor service requests and troubleshooting activities; analyze error messages and user inquiries to determine root causes and next steps.
- Support the evaluation of payroll services and processes in scope, including performance, compliance, and improvement opportunities.
- Contribute to payroll services projects at country or business unit level, supporting planning, execution, and delivery.

Essential Requirements:

- 3-4 years proven experience in Payroll, HR, Rewards or similar
- Working knowledge with Payroll or SAP Systems – ADP is highly preferred, but not mandatory.
- University degree

Desirable requirements:

- Customer focused solutions, Proactive thinking and Problem solving
- Proficiency in Excel

Role Requirements

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Division

DIV_PO

Business Unit

Human Resources

Location

LOC_IN

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

FCT_HR

Job Type

Full time

Employment Type

Regular

Shift Work

No

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