

# Time Service Delivery Expert

Job ID

REQ-10079800

Jun 04, 2026

LOC\_IN

## 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.

### 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 individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to [diversityandincl.india@novartis.com](mailto:diversityandincl.india@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>

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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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