

Director - Rewards & HR Service Delivery (Enterprise & Innovation Solutions)

Job ID

REQ-10080710

Jun 12, 2026

LOC_IN

About the Role

Key Responsibilities:

1 This role owns the entire product lifecycle, not just design or delivery:

- Product strategy & roadmap
- Day-to-day BAU operations
- Enhancements & change demand
- Large transformation projects
- Release & deployment management
- Risk, audit, and compliance outcomes
- Country Engagement and stakeholder management

End-to-end product ownership (BAU + change + projects)

- Own the overall product portfolio for Rewards and Service Now.
- Be accountable for:
 - BAU stability and performance
 - Continuous improvement and enhancements
 - Delivery of funded projects and initiatives
 - AI enablement and aligning with Novartis AI and digital roadmap
- Balance run vs change vs transform priorities with clear trade-offs.
- Ensure all work aligns to product roadmaps, not fragmented projects.

2 Product-based governance & operating model

- Establish and run product-based governance for P&O platforms:
 - Clear product boundaries
 - Defined ownership and decision rights
 - Intake and prioritization model
- Ensure consistency across:
 - Design standards
 - Ways of working
 - Release cadence
- Act as the design and governance authority for all Product and align with respective Product Director to support the same.

3 Solution design & architecture authority

- Own end-to-end solution design for all Product portfolio use cases.
- Ensure designs are User-centric, Secure and privacy-aware, Scalable across geographies, Aligned to enterprise product architecture.
- Approve and govern Governance models, Data usage and access, AI-enabled capabilities, Prevent solution sprawl and one-off customization.

4 Release, deployment & change management

- Own the end-to-end release management strategy under the portfolio.
- Define and govern Release calendars, Environment strategy, Deployment controls, Change impact management.
- Ensure predictable, low-risk releases across BAU fixes, enhancements, and projects.
- Partner with DDIT and vendors and GPO and business stakeholder to ensure operational excellence.

5 Audit, risk & compliance accountability

- Act as the single accountable owner for the portfolio system audits.
- Ensure continuous compliance with Internal controls, Data privacy and security requirements, HR and regulatory obligations.
- Maintain strong:
 - Audit trails
 - Design documentation
 - Change and release records
- Proactively identify and remediate control gaps before audit events.

6 Team leadership & capability building

- Lead, coach, and develop a team of Product Owners, Product Experts / Platform Specialists/Business Analyst/Advisor.
- Set clear expectations around End-to-end product accountability, Design quality and governance & Outcome-based delivery
- Build a strong product culture:
 - Business-outcome focused
 - User-led
 - Governed but not bureaucratic

7 Stakeholder & vendor leadership

- Act as the senior face of the Rewards and HRSD platform to:
 - P&O leadership
 - DDIT and GPOs
 - Risk, Legal, and Audit
- Own relationships with system integrators and vendors:
 - Delivery quality
 - Commercial performance
 - Knowledge transfer
- Resolve prioritization and ownership conflicts decisively.

Essential Requirements:

- Bachelor's degree (Engineering preferred) with minimum 15 years of experience with 5 + years of Senior leadership experience owning Workday Compensation, Benefits, Adv Compensation, SAP HR and Service Now HRSD.
- Proven accountability for BAU + change + transformation delivery in enabling HR teams in Global organizations.
- Strong product governance and operating model experience
- Deep understanding of:
 - Service Delivery Management
 - HR Service Delivery
 - Workflow and case management
 - Release and deployment governance
 - Design and Deployment expertise in Workday Product as a leader who can guide PO and PE on product improvement.
- Experience owning system audit outcomes
- Provide a clear vision to Novartis HR in terms of AI enablement and lead the journey.
- Strong people leadership capability
- Strong knowledge on RFI, RFP and vendor and product evaluation.

Desirable requirements:

- Experience integrating experience with other HR systems
- Exposure to AI-enabled HR services with governance
- Strong AI first mindset and knowledge of key HR AI tools like Co-Pilot, Azure foundry, Workday AI, SANA Enterprise, AWS
- Background in large, complex, global organizations
- Experience operating at Director / enterprise decision-making level

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Division

DIV_PO

Business Unit

Human Resources

Location

LOC_IN

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Alternative Location 1

LOC_CZ

Functional Area

FCT_HR

Job Type

Full time

Employment Type

Regular

Shift Work

No

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