

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

Job ID  
REQ-10081481  
Июн. 22, 2026  
Чехия  
Available in: English

## Сводка

Location: Prague

#LI-Hybrid (12 days/month in office)

The Director - Rewards & HR Service Delivery is accountable for the end-to-end ownership of the Reward (Compensation & Benefits), product line delivered on Workday (Compensation and Adv Comp), Benifix (MYTR), Equatex, Global Mobility and Service Now (HRSD) and portfolio relevant integration including strategy, design, BAU operations, change delivery, project execution, release management, and audit readiness.

This role acts as the single accountable owner ensuring solutions are product-led, scalable, compliant, user-centric, and continuously improved, while leading a team of Product Owners, Business Analyst, Business Advisors, and Product Experts.

## 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

### What you will receive:

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program – choice of benefits from Benefit Plus Cafeteria in the amount of 17,500 CZK per year; Meal vouchers in amount of 90 CZK for each working day (full tax covered by company); transportation allowance; MultiSport Card. Find out more about Novartis Business Services: <https://www.novartis.cz/>

### Accessibility and accommodation:

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

**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 \(PDF 30 MB\)](#)

Primary location salary range  
Kč1,946,910.00 - Kč3,615,690.00

Дивизион  
People & Organization  
Business Unit  
Human Resources

Место  
Чехия  
Сайт  
Prague  
Company / Legal Entity  
CZ02 (FCRS = CZ002) Novartis s.r.o.  
Functional Area  
Управление персоналом  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No

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