



【1000～1500万円】Lead P O Ops Service Delivery（Japan）

外資系製薬企業での募集です。労務・労政のご経験のある方は歓迎です。

Job Information

Recruiter

JAC Recruitment Co., Ltd.

Hiring Company

外資系製薬企業

Job ID

1613158

Industry

Pharmaceutical

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

10 million yen ~ 15 million yen

Work Hours

08:30 ~ 17:15

Holidays

詳細は求人ご紹介時にご案内いたします。

Refreshed

September 17th, 2026 17:34

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

【求人No NJB2411855】

Key Accountabilities

1. Strategic Leadership Service Delivery

- Lead the P O Operations strategy and service delivery model for Japan.
- Translate global and regional priorities into effective country execution.
- Drive operational excellence through standardization automation continuous improvement and a strong service oriented culture.

- Represent P O Service Delivery in country leadership and governance forums..
- 2. Service Performance Compliance Risk Management
 - Ensure delivery of services in line with SLAs KPIs compliance requirements and global standards.
 - Monitor and improve operational performance employee experience and service quality.
 - Ensure compliance with Japanese labor payroll tax benefits and data privacy regulations.
 - Lead audits risk management controls issue resolution and operational readiness for organizational and system changes.
- 3. Vendor Stakeholder Management
 - Lead governance and performance management of external service providers.
 - Drive vendor accountability service improvement cost optimization and risk mitigation.
 - Partner with Country P O Finance Legal Compliance Procurement D T and business leaders to ensure effective service delivery and governance.
- 4. Transformation Digital Enablement
 - Lead operational transformation and process improvement initiatives.
 - Drive adoption and optimization of Workday ServiceNow payroll platforms automation AI enabled solutions and self service capabilities.
 - Support global harmonization efforts while enhancing efficiency compliance and employee experience..
- 5. Financial Resource Management
 - Manage budgets workforce planning and resource allocation to meet operational and business priorities.
 - Drive productivity efficiency and cost optimization initiatives while supporting future operating model requirements
- 6. People Leadership Capability Building
 - Lead coach and develop a high performing P O Operations team.
 - Foster a culture of accountability collaboration innovation continuous improvement and employee engagement.
 - Drive talent development succession planning and capability building.

Key Performance Indicators

- Service performance (SLA/KPI attainment)
- Employee experience and satisfaction
- Payroll accuracy and compliance
- Audit risk and control effectiveness
- Vendor performance and governance
- Automation continuous improvement and transformation delivery
- Budget performance and cost optimization
- Team engagement and capability development

Required Skills

Qualifications Experience

- Bachelor's degree in HR Business Finance or a related field; advanced degree or HR certification preferred.
- 10+ years of HR Operations Payroll Shared Services or Service Delivery experience.
- 5+ years of people leadership in multinational or matrix environments.
- Strong expertise in Payroll Time Management H2R Benefits and HR Service Delivery.
- Deep understanding of Japanese employment payroll tax and benefits regulations.
- Experience leading operational transformations and managing outsourced service providers.
- Fluent in Japanese and English with strong stakeholder management and influencing skills.
- Experience working across global cross cultural organizations.

Skills Competencies

- Strategic leadership and business acumen
 - Service excellence and customer focus
 - Stakeholder management and influencing
 - Vendor governance and commercial acumen
 - Compliance risk management and controls
 - Workforce planning and talent development
 - Change leadership and transformation management
 - Data driven decision making and performance management
 - Executive communication and presentation skills
 - Ability to lead through complexity and ambiguity
 - Innovation continuous improvement and accountability
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Company Description

ご紹介時にご案内いたします