



## 【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。

### 募集職種

人材紹介会社

株式会社ジェイ エイ シー リクルートメント

採用企業名

外資系製薬企業

求人ID

1613158

業種

医薬品

会社の種類

外資系企業

雇用形態

正社員

勤務地

東京都 23区

給与

1000万円～1500万円

勤務時間

08:30～17:15

休日・休暇

詳細は求人ご紹介時にご案内いたします。

更新日

2026年09月17日 17:34

### 応募必要条件

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

ネイティブ

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可が必要です

### 募集要項

【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

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## スキル・資格

#### 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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## 会社説明

ご紹介時にご案内いたします