

# Senior Manager Vendor Management

Job ID  
REQ-10015970  
Nov 07, 2024  
India

## About the Role

Major accountabilities:

- Lead vendor governance framework and supplier review processes; drive vendor consolidation at global and local level in collaboration with Value Streams and Procurement
- Facilitate creation and maintenance of master service agreements' overview, supervise expiry dates, and handle prolongation in alignment with PS&T Leadership, and contribute to decision-making process
- Supervise and review vendor costs/payments in coordination with Procurement, BPA and vendors to ensure all invoices raised and paid in accordance with vendor agreements; perform budget reviews, reconcile invoices and facilitate PO close-out processes; initiate service credits in justified cases
- Cultivate and maintain relationships with vendors across various levels (Global/Regional/Country) in collaboration with Value Stream teams and Procurement
- Define, measure and report Key Performance Indicators (critical metrics) for vendors; ensure vendors meet service quality and service level standards in their service delivery
- Lead the development and execution of key vendor risk management activities
- Resolve supplier performance and governance issues; handle customer concerns
- Develop outside-in approach to bring back insights and learnings from vendors in order to optimize service delivery or other enablement functions
- Lead improvement and innovation activities, collaborating with Procurement, business customers, and suppliers to enhance operational efficiency and effectiveness
- Handle the performance and talent development of direct reports within the Vendor Management team

What you'll bring to the role:

- Bachelor/Master degree (Master degree is preferred) in HR/ Accounting/Finance Business or related field is preferred
- 10+ years professional experience in HR Operations, Procurement or Finance
- Experience in vendor management, preferably within HR Operations
- Cross-functional and cross-culture experience
- Relationship and stakeholder management

Desirable Requirements:

- Good written and oral communication skills
- Influencing and negotiation skills
- Project and contract management skills
- Problem solving and analytical skills with excellent reporting capabilities

## 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.

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Division

People & Organization

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Procurement

Job Type

Full time

Employment Type

Regular

Shift Work

No

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