

# External Operations Manager

Job ID  
REQ-10028109  
Nov 13, 2024  
India

## About the Role

Major accountabilities:

- Contributes as unit representative on project teams.
- Ensures that own deliverables are met.
- Interprets results, evaluates data, draws conclusions and reports back to team and management - Coordinates internal and external stakeholders, customers and/or vendors and performs stakeholder management -Proactively drive project execution to ensure key milestones and quality are met -Act as unit representative on development teams and/or other cross functional teams -Communicates issues involved stakeholders and to teams and line management and propose corrective actions -For GMP units: ensure compliance to cGMP -Organizes and ensures regular lessons learned sessions -Coaching and technical training as recognized technical expert or leader.
- Act as mentor for junior and senior associates (academics) also globally -Understand resource constraints and identify and lead cost saving opportunities.
- Might be accountable for a minor budget -Ensure compliance to Novartis and other relevant regulations.
- Writing and reviewing of SOPs.
- As process owner being accountable for process improvement.
- Drive implementation and sustain phase within area of expertise -Consolidate data evaluation, propose solutions and contribute to risk mitigation plans -Act as role model for cultural evolution within TRD -Being accountable for process improvement as leader or member.
- Drive implementation and sustain phase in and outside expertise / organization.
- Support cultural evolution within own function by showing positive work ethics and influencing others.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable)

Key performance indicators:

- Adherence to costs, quality (GMP), quantity, and timelines for all assigned tasks/projects -Compliance with Novartis standards, in particular, ethics, health, safety, and environment (HSE), and information security (ISEC) standards.
- Unit KPIs (e.g. FPFV (first patient first visit), LTA (lost time accident), FTR (first time right), Rework Rates, Recalls) -Cross -functional KPIs (if applicable)

Minimum Requirements:

Work Experience:

- Functional Breadth.
- Managing Crises.

- People Challenges.
- Collaborating across boundaries.
- Operations Management and Execution.
- Project Management.
- 3-4 years relevant experience.

Skills:

- Continual Improvement Process.
- Master Data.
- Material Requirements Planning (Mrp).
- Materials Management.
- Production Planning.
- Project Management.
- Supply Chain Planning.
- Supply-Chain Management.
- Technical Requirements.
- Wms (Warehouse Management Systems).

Languages :

- English.

## 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>

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Division

Development

Business Unit

Innovative Medicines

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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