

# QA Operation Expert

Job ID  
REQ-10030449  
Nov 21, 2024  
Austria

## Summary

QA Operations Expert - Raw materials (f/m/d)

Imagine managing up to 500 different raw materials, 5000 consumables, and 900 filters, resins, and disinfectants. That's the scale of operations at the Novartis campus in Kundl/Schaftenau. You will play a pivotal role in shaping our raw material testing and release governance, as well driving performance, productivity, and quality to keep our campus at the forefront of the industry.

## About the Role

### Your key responsibilities:

Your responsibilities include, but are not limited to:

- **Incoming Inspection Accuracy:** Own the campus KPI for incoming inspection accuracy, consolidate data, and support root-cause investigations. Establish a monitoring setup to visualize and track the incoming goods flow from planning until release.
- **Performance Optimization:** Identify improvement areas and lead action plans to achieve and optimize incoming inspection accuracy (IIA) performance targets, ensuring timely release of materials for production.
- **Issue Escalation:** Serve as the escalation point for raw material testing issues across various external and internal Novartis testing sites.
- **Quality Oversight:** Provide quality oversight for raw material testing and relevant processes.
- **Single Point of Contact (SPOC):** Act as the Quality Operations SPOC for control procedure updates across testing labs and Pharmacopoeia updates.
- **Project Implementation:** Act as the Quality SPOC for implementation of the reduced testing in course of the material certification process
- **Audit Expertise:** Act as a subject matter expert (SME) during health authority and customer audits.

### What you'll bring to the role:

- **Educational Background:** University degree, chemistry HTL, or equivalent in pharmacy, chemistry, or biology.
- **Experience:** Minimum of 3 years of relevant experience in quality control and/or analytical science & technology, with proven cross-functional project management skills.
- **Skills:** Strong communication, analytical, and pragmatic problem-solving skills. Ability to thrive in a sophisticated and rapidly changing business environment.
- **Languages:** Fluent in English; German is beneficial.

## **Desirable requirements:**

- Team Player: Ability to foster stakeholder engagement.
- Negotiation Skills: Strong negotiator with influencing and persuading capabilities.
- Problem Solving: Excellent problem-solving and decision-making skills.
- Productivity Improvement: Strong in defining and implementing productivity improvement measures.

## **Why Novartis?**

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

## **You'll receive:**

You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

In addition to a market-competitive base salary, we offer an attractive incentive program, a modern company pension scheme, childcare facilities, learning and development opportunities as well as worldwide career possibilities within the Novartis group. In accordance with Austrian law, we are obliged to disclose the minimum salary as stated in the collective bargaining agreement. For this position the minimum salary is € 60.600/year (on a full-time basis). The actual salary will be significantly higher, as we strive to maintain a competitive position in the market and consider your previous experience, qualifications and individual competencies.

We are open for part-time and job-sharing models and support flexible and remote working where possible.

## **Commitment to Diversity & Inclusion:**

Novartis is committed to building an outstanding, inclusive working environment and diverse teams, representative of the patients and communities we serve.

### **Adjustments for Applicants with Disabilities:**

If because of a medical condition, physical disability or a neurodiverse condition you require an adjustment during the recruitment process, please reach out to [disabilities.austria@novartis.com](mailto:disabilities.austria@novartis.com) and let us know the nature of your request as well as your contact information. The support which we can provide will include advice on suitable positions as well as guidance at all stages of the application process. Austrian law provides candidates the opportunity to involve the local disability representative, Behindertenvertrauensperson (BVP), in the application process. If you would like to request this, please let us know in advance as a note on your CV.

### **Join our Novartis Network:**

If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

**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>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:

<https://talentnetwork.novartis.com/network>

**Benefits and Rewards:** Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

Operations

Business Unit

Innovative Medicines

Location

Austria

Site

Kundl

Company / Legal Entity

AT33 (FCRS = AT033) Novartis Pharmaceutical Manufacturing GmbH

Functional Area

Quality

Job Type

Full time

Employment Type

Regular

Shift Work

No

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