

# Quality Assurance Team Leader

Job ID  
REQ-10033345  
Dec 16, 2024  
Austria

## Summary

Quality Assurance Team Leader (m/w/d), Schafteuau, Tyrol, Austria

As a QA Team Leader QA Compliance, your primary focus will be to inspire and lead a team of quality assurance experts in processing and handling reported product issues on behalf of our patients. You will do this while ensuring that our product investigations remain 100% compliant with Novartis policies on quality assurance as well as with relevant GxP and regulatory guidelines. Additionally, you will continuously strive towards simplifying and streamlining work processes. Are you motivated to support patients worldwide with their product experience and patient journey? Are you passionate about improving quality management systems? If so, then continue your quality journey and join us here at Novartis Austria where a highly-motivated team awaits your inspirational and innovative leadership.

## About the Role

### Major Accountabilities:

- Ensure the adequate processing of reported technical customer complaints
- Approve the investigation of technical customer complaints
- Submission of the quarterly complaint trending report
- Evaluation and approval of Corrective and Preventative Action (CAPA) procedures and Risk Assessments
- Leading projects focused on continuous improvement
- Collaboration in the creation of Quality Assurance Agreements
- Preparation and active participation in audits and inspections
- Defining training requirements of the quality compliance team and ensuring that their methods of working adhere to Novartis values
- Ensuring seamless collaboration with quality stakeholders at the global level

### What you will bring to the role:

### Essential:

- University degree in pharmaceutical technology, biotechnology, biochemistry, chemistry, chemical engineering or another relevant natural science discipline
- At least 7 years of working experience, preferably in the pharmaceutical, biotechnology or related industry
- Fluency in English and intermediate proficiency in German
- Expertise on drug product manufacturing, preferably in either Quality Assurance or in Production
- Expertise in interacting with stakeholders based across multiple sites and multiple locations

- Expertise with health authority inspection along with experience with audits
- Solid project management skills and the ability to demonstrate a continuous improvement mindset
- Excellent collaboration skills

## **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](https://www.novartis.com/about/strategy/people-and-culture)

## **Imagine what you could do here at Novartis!**

In addition to a market-competitive base salary, we offer an attractive incentive program, a modern company pension scheme, childcare facilities, learning and development options as well as worldwide career opportunities 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 €64,023.54 per 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.

## **Disabilities: Accessibility and Reasonable Adjustments**

Novartis is committed to working with and providing reasonable adjustments to individuals with disabilities. If because of a medical condition, physical disability, or Neurodiverse condition you need an adjustment for any part of 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 and 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.

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

Novartis is committed to building an outstanding, inclusive work environment and diverse team's representative of the patients and communities we serve. Our recruitment decisions are based on selecting the best person for the job, regardless of gender, religion, age, colour, race, sexual orientation, nationality, or disability.

## **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

Schaftenau

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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## **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.

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