

Specialist, Compliance & Risk Operations

Job ID
REQ-10054973
Jun 23, 2025
Mexico

Summary

The Specialist, Compliance & Risk Ops role supports the Audit Readiness Team with identifying, investigating, and triaging compliance issues for tracking and resolution. They will be responsible for assessing escalated issues and communicating them to the relevant Audit Readiness Team member(s) or other stakeholders. They will also identify and support enhancements to the Audit & Monitoring process.

About the Role

#LI-Hybrid

Location: Mexico City

This role is based in Mexico City, Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

The Specialist, Compliance & Risk Ops role supports the Audit Readiness Team with identifying, investigating, and triaging compliance issues for tracking and resolution. They will be responsible for assessing escalated issues and communicating them to the relevant Audit Readiness Team member(s) or other stakeholders. They will also identify and support enhancements to the Audit & Monitoring process.

Key Responsibilities

- Daily monitoring of various dashboards, cadenced in-channel monitoring, proactive audit readiness approach oversight, maintenance of documentation and readout to various stakeholders in a timely and efficient manner to inform compliance
- Seamless execution of audit readiness activities and proper documentation to support the US business, ensuring quick next steps or resolution. Ensuring timely escalation to Manager or Compliance Team Lead, to seek clarity and guidance, if appropriate
- Initial assessment of risk on sample materials from activated digital channels, with appropriate triage through execution of appropriate audit readiness processes
- Reporting of relevant issues through internal Novartis "SpeakUp" process
- Support with gathering documentation, points of contact, and other relevant information for root cause analysis of relevant issues
- Oversight and support for accurate completion of internal CA/PA form
- Assistance with implementation of corrective actions
- Document preventative action and inform appropriate stakeholders on implementation and next steps
- Participate and support as a subject matter expert for specific findings in cadenced and ad hoc meetings

Essential Requirements

- Bachelor's Degree from an accredited University
- Advanced English, level C1-C2
- 2 -3 Years supporting Compliance or Audit in the Life Sciences industry
- Strong understanding of US Compliance & Regulatory laws and processes
- Knowledge of the US Materials Approval Process and its role in maintaining compliance and auditability
- Strong problem-solving and analytical skills.
- Excellent communication and collaboration skills.
- Pro-active in handling complex situations & problems
- Ability to work under tight deadlines and manage multiple projects simultaneously.
- Proficiency in marketing automation tools and analytics platforms.
- Understanding the complexity of integrated working in a matrix and geographically dispersed environment.
- Familiarity with and adaptability to new-generation technologies and trends (Gen AI and Agentic AI) is an added advantage

Commitment to Inclusion

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

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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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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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

US

Business Unit

Universal Hierarchy Node

Location
Mexico
Site
INSURGENTES
Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.
Functional Area
Marketing
Job Type
Full time
Employment Type
Regular
Shift Work
No
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