

Content Operations Services Lead

Job ID
REQ-10055170
Jun 25, 2025
India

Summary

The MAP Service Operations Lead is responsible for supporting our existing MAP processes, people, and associated systems. Using their knowledge and insights to operationalize data, they will also identify new areas of opportunity to assist our customers, and be implemented by US Business

About the Role

Location – Hyderabad #LI Hybrid

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Key Responsibilities:

- Oversee day to day operations of MAP Operations Services Team activities, ensuring high-quality, timely work on daily basis
- Identification of FUSE Help Desk trends & associated improvement opportunities, through attendance and weekly & monthly meetings and review of related data
- Review of issue resolutions to understand root cause and communicate updates to relevant stakeholders
- Creation and execution of end user test scripts for critical optimizations to MAP-related systems, with a focus on user experience across multiple roles
- Attendance of critical meetings related to system enhancements, compilation of Monthly Release Notes to US customers, and communication to relevant stakeholders
- Support with the execution and optimization of the Core Claims process, in collaboration with the US Process Owner and Core Claims Leads
- Maintain critical process and policy documentation, including, but not limited to: Working Practice Documents (WPDs), Process Flows, & Guidance Documents
- Provide strong Project Management for US-related system and process enhancements to ensure adherence of internal processes and high-quality deliverables and execution

Essential Requirements:

- Bachelors Degree from an accredited University
- Preferred: Masters or Doctorate specializing in Marketing, Pharmacy, or Business Administration
- 3+ years leading a high-functioning, efficient team
- 8+ Years supporting Marketing or Compliance in the Life Sciences industry

- Profound knowledge of the US Materials Approval Process and its role in maintaining compliance and auditability
- Proven success in developing and managing high performing, efficient, and collaborative teams
- Strong problem-solving and analytical skills.
- Excellent communication and collaboration skills.
- Pro-active in handling complex situations & problems
- Profound Project Management skills, including the ability to work under tight deadlines and manage multiple projects simultaneously.
- Quick-learner with proficiency in marketing automation tools and analytics platforms.
- Familiarity with and adaptability to new-generation technologies and trends (Gen AI and Agentic AI) is an added advantage

Commitment to Diversity and Inclusion:

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

Accessibility and accommodation:

Novartis is committed to working with and providing 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 diversityandincl.india@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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Division

US

Business Unit

Universal Hierarchy Node

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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