

# Global Digital FRA Operations Lead

Job ID  
394626BR  
Aug 27, 2024  
Malaysia

## Summary

-To lead the FRA function within a country across divisions OR lead an FRA service line/ process/ area/ technology and ensure end-to-end service delivery to all Novartis divisions

## About the Role

### Major accountabilities:

- Drive the global Digital FRA strategy for scaling automation for growth
- Build automation roadmaps from concept to launch encompassing technology trends and adoption, business process change, service design and security and compliance.
- Align innovation efforts with cross-functional strategies and legal/regulatory/statutory requirements.
- Formulate and manage implementation plans and value cases to deliver automations for FRA and on LDC platforms
- Serve as community manager for Digital FRA websites, including content creation, training curation and engagement lead for crowdsourcing automation
- Incubate digital skills and ecosystem in alignment with Digital FRA governance model.
- Determine resource and capacity plans for automations based on complexity
- Achieve targets in enterprise and business use case contribution
- Contribute to establishing important metric contributing to efficiency, compliance, quality and impact
- Maintain governance with business and technology communities
- Collaborate with FC&C and Auditors on compliance topics
- Manage portfolio of centralized automations in all approved technologies

### Essential Requirements:

- University level degree Finance/Accounting or any related field.
- Fluent in English both written and spoken, excellent communication skills. Other languages are a plus.
- Minimum of 10 years of working experience in process improvement projects and financial reporting and accounting processes in a multinational organization
- Trained in maturing and emerging RCA and ETL technologies, design thinking, value proposition, business modelling and automation lifecycle
- Proficiency in Alteryx and/or Power Automate Desktop
- Familiarity with innovation and automation terminology.
- Proficient in change management and Agile fundamentals
- Business insight and stakeholder engagement

- Strong written and oral communications and engagement skills
- Experience with SAP ERP and M365 applications is desirable
- Experience of working in multicultural / international environment
- Able to work asynchronously and undertake international travel

**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>

**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

Finance

Business Unit

CTS

Location

Malaysia

Site

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

Alternative Location 1

Hyderabad (Office), India

Alternative Location 2

Prague, Czech Republic

Functional Area

Audit & Finance

Job Type

Full time

Employment Type

Regular

Shift Work

No

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

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