

# Strategy and Operations Manager

Job ID  
REQ-10021783  
Sep 13, 2024  
United Kingdom

## Summary

The Strategy & Operations Manager (Country/Cluster) is accountable for the implementation and execution of strategy, communication, change management, key priorities, and function deliverables in the country/cluster. Responsible for generating business insights to drive productivity and provides strategic input for the Country/Cluster S&O Head and the country/cluster LT.

## About the Role

- Drives translation, implementation, and execution of the global/hub strategic plan in the country/cluster.
- Provides country/cluster feedback and insights to the Global/Hub Head S&O community and ensures country/cluster needs are incorporated into the global/hub strategy as needed
- Identifies country/cluster-specific opportunities, challenges, and risks, supports mitigation with regards to systems and processes
- Responsible for local implementation of global systems and processes; Subject Matter Expert role for IT systems and processes in the country/cluster (including continuous feedback sharing and optimization regarding harmonization, simplification, performance, and efficiency)
- Prepares and analyzes country/cluster-specific metrics and business insights and communicates them to the Country/Cluster S&O Head, LT, and other internal and external stakeholders
- Drives overall country/cluster data quality mindset and initiatives (e.g., for CTMS, Site Cockpit, CMI, etc.)
- Supports innovation and change management processes, identifies strategic solutions to improve clinical study execution
- Supports implementation of country/cluster-specific communication strategy in line with global/hub strategy
- Develops country/cluster-specific communication, transformation and change management plans as needed
- Collects, compiles, and communicates feedback from/to internal and external stakeholders
- Drives implementation of information management and communication standards and their further development and optimization
- Supports global/hub information and transformation initiatives, change management and SSO evolution incl. culture and mindset change
- Analyzes external benchmarking, trends, and regulations in the country/cluster.

- Provides country/cluster-specific input to be considered in the global/hub SSO strategy

#### Education & Qualifications:

Bachelor's Degree in life sciences required; Advanced Degree in scientific or business preferred

#### Experience:

Minimum 5 years' experience in pharmaceutical development, preferably in clinical research

Demonstrated thorough change agile mind-set

Experienced in Operations and Strategy of pharmaceutical development processes and in technical approaches

Experience in performance management and productivity projects preferred (incl. application of quantitative approaches to re-designing processes, improving productivity and/or improving efficiency)

#### Skills & Knowledge:

Thorough understanding of the international and national aspects of drug development process, incl. international standards (GCP/ICH), health authorities (FDA/EMA), local/National Health Authorities regulations and Novartis standards

Good strategic thinking skills, ability to manage multiple projects, flexibility to quickly adapt priorities according to business and strategic needs

Demonstrated experience in matrix organizations and ability to influence without authority

Strong communication, presentation, and networking skills

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Division

Development

Business Unit

Innovative Medicines

Location

United Kingdom

Site

London (The Westworks)

Company / Legal Entity

GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.

Functional Area  
Research & Development  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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