

# Senior Manager - Operational Excellence

Job ID

REQ-10049682

Jun 19, 2025

India

## Summary

-Primary responsibility is to drive business process excellence for Novartis with the aim of embedded process simplification mindset and unearthing business value -Support Associate Directors and Directors in projects across Development to enable Technology transformation, Cycle time acceleration and strengthening process fundamentals.

- Deliver substantially greater outcome improvement through process re-engineering

## About the Role

### Major accountabilities:

- Deliver as an individual contributor on projects, through direct involvement and supervision
- Lead junior BPE associates and act as coach of new / existing team members
- Build expertise in specific line functions where deployed. Support GPOs and GSOs to optimize and evolve their activities. Work with DDIT colleagues to identify and implement automation opportunities
- Ensure transparent communication
- Support the managers and directors in project work and provide support during all project phases.
- Align closely with stakeholders at country, functional and global level as defined by the requirements of the different projects and initiatives.
- Independently monitor milestones of the projects as well as completion.
- Take ownership for subparts of the overall project and ensure completion of these.
- Provide change management support and appropriate communications for the implementation of process improvement levers/solutions
- Monitor implementation and sustenance of business impact

### Key performance indicators:

- **Financial and Business Results:**
  - Process simplification
  - Savings generated
  - Improvement of quality of outcome
  - Processes Efficiencies and Effectiveness
  - Lead times and Productivity
- **Strategy/Customer Focus:**
  - Business value generated
- **Capabilities & Expertise:**
  - Team culture (Our Voice)
  - Capability development

- Improvement of culture of continuous improvement
- **Soft Skills:**
- Level of collaboration – typically works at project level across line functions within Development OU
- Strong ability to develop and manage internal stakeholder relationships
- Ability to take control of ambiguous situations and drive practical change

### **Minimum Requirements:**

#### **Work Experience:**

- >7 years' experience leading significant business process, organizational change, operating model and/or process improvement consulting projects
- Experience of regulated environments, particularly the impact in the pharmaceutical industry
- Experience in the area of capability development or learning is a distinct advantage
- Proficiency in Lean, quality management systems and operational excellence
- Proven experience of working successfully in a collaborative team environment across different cultures, operating with and influencing others to achieve a common objective
- Must have worked in consulting teams in an equivalent internal consulting organization or a major consulting company

#### **Skills:**

- Business Process Transformation.
- Process modelling
- Training
- Lean Six Sigma.
- Scrum (Programming Methodology).
- Strategic Planning.
- Core consulting skills

#### **Languages :**

- English.

**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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Division

Development

Business Unit

Innovative Medicines

Location

India

Site  
Hyderabad (Office)  
Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited  
Functional Area  
BD&L & Strategic Planning  
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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