

# Team Head/Senior Team Head- System Governance and Data Management

Job ID

REQ-10053887

Jun 09, 2025

India

## Summary

Leads the Data and System Governance organization for GCS. Drives all aspects related to the governance of all Systems in use to support business activities within GCS and TRD (for SAP only). Leads and coordinates all system improvement initiatives in partnership with Dev IT and ensures visibility of performances through KPI monitoring. Maintains a high performing support model to Business through active alignment with stakeholders for issues resolution.

Responsible for developing and executing the data governance strategy for Clinical supply chain including creation of a governance framework, improvement of data stewardship processes, management of dedicated resources and planning optimization. Leads data and digital transformation initiatives to make GCS a data-driven organizations fueled by Data Science and AI. Act as a point of contact for all GCS D&D initiatives in India HUB. Accountable for the development and execution of data governance strategy, data quality management standards and processes, to enhance master data capabilities across all MDM domains within TRD. Drives functional excellence. Fosters a culture of empowerment, trust, learning, diversity & inclusion and high performance and has the disciplinary and legal responsibility for the people assigned to own team.

## About the Role

### Major accountabilities:

- Leads a Team in GCS Systems & Operational Excellence as Operational Manager in a direct leadership role.
- Owns, drives, governs Systems and associated landscape within TRD/GCS. Implements and maintains the integrated business support model through the resources assigned.
- Closely partners with multiple levels of the TRD organization and with external partners (e.g. Dev. IT, Helpdesk and others) to align on cross-functional projects and business priorities.
- Conduct analysis of business needs and subsequently plans and implements the required projects and improvements. Ensure proper transition to Line Functions of the key initiatives implemented; maintains a rolling 24-month strategic plan of system related projects in coordination with Dev IT. Critically evaluates portfolio of improvements to ensure sustainability overtime, identifying priorities and opportunities to simplify ways of working.
- Oversees and manages all 3rd party activities involved in system governance and helpdesk, ensuring full adherence to budget and timelines to support operations of a fully integrated Clinical Supply Chain Management.
- Ensures full development of assigned resources including (but not limited to) creation of career path and strong technical competency training; maintains and coordinates a support-to-the-business model to address day-by-day need as well as mid/long term improvements.

- Develops and maintains a set of KPIs for ongoing activities; ensures adherence to them and drives/implements any required improvements; drives a culture of continuous improvement.
- Oversees and proposes SAP improvement implementation at TRD level in conjunction with functional excellence activities related to systems. Ensures high level processes and maps are developed and maintained.
- Acts as a role model for Novartis values and behaviors.
- Lead Front line managers, team of Data Stewards, Information Governance managers and MDM Process & Operations Manager within GCS Systems & Operational Excellence as Operational Manager in a direct leadership role.
- Provide leadership for establishing knowledge-based organization by implementation of data science framework.
- Establish data governance and quality framework for enabling intelligent recommendation for supply chain user community based on data science solution and data-lake platform.
- Establish systems, processes, and roles to define business use case for analytics, create a prioritization process for the use case selection for data science solution enablement.
- Actively lead the reference data management adoption in GCS in alignment with the Enterprise Data Owner
- In close cooperation with the Unit Head, drive the unit long-term strategic plan and its implementation. Ensure current and future needs are fully met, unit projects are assigned, adequately resourced, delivered on time and in full compliance.
- Establish data governance for new projects and liaise with Data Council to provide strategic direction for the data and digital projects in GCS in alignment with Enterprise (GDD & TRD) Data organizations.
- Implement and maintain a robust data quality program to mitigate/prevent data quality issues, diagnose, remediate, and monitor master data by enhancing existing foundations and processes and drive change to improve the quality of master data.
- Implement suite of standardized governance tools including for use by all key stakeholders
- Create, manage, and facilitate implementation of data governance policies to enable data science-based organization, identify and understand critical data issues in terms of business impact/risk/opportunity and ensure data policy enforcement and compliance.
- Actively lead the creation and maintenance of Data Governance roadmap for GCS, identification/implementation of business use cases across the different functions with the purpose of creating value for the business from data insights
- Ensure integration of data quality methodologies when developing and/or designing new master data attributes to satisfy new business requirements.
- Drive the planning, coordination, and execution of all people management processes in the unit, including performance management, training, and development planning. Partner with HR Business Partner and Competency Building Unit to identify and devise unit training opportunities, addressing both strategic and behavioral needs, while taking into consideration suitable metrics to quantify training success. Drive a culture of excellence in knowledge sharing. Provide strong input into OTR process and Talent Management.

#### **Minimum Requirements:**

- Advanced degree in science, engineering, or relevant discipline (Ph.D., MBA or equivalent)
- 10 years of practical experience in chemical/ pharmaceutical industry or > 6 years of experience in field of expertise
- Recognized expertise in related field.
- Thorough knowledge about the Drug Development and Clinical Supply processes
- Comprehensive knowledge about project management, excellent organization and planning skills

- Strong knowledge of relevant regulations (e.g., GMP, HSE etc.) and Novartis specific standards.
- Demonstrates cross-functional problem-solving and idea generation skills
- Strong communication skills. Strong presentation skills. Advanced coaching skills
- Proven leadership skills
- Excellent communication, negotiation, and interpersonal skills. Ability to work in interdisciplinary and cross-cultural teams

**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

Research & Development

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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