

Head ERC

Job ID
REQ-10054606
Jun 23, 2025
Croatia

Summary

The Head of Ethics, Risk & Compliance (ERC) Croatia, Bosnia & Herzegovina is responsible for developing, implementing and overseeing an effective ERC program, in alignment with the strategy and priorities from the Company and Function.

This includes ensuring adequate training and communication on ERC related standards and building capabilities to facilitate ethical decision making. As a trusted business partner, the Head of ERC will strive to identify and manage risks impacting the local organization, ensuring compliance with company policies and applicable laws and regulations.

About the Role

Major accountabilities:

- As member of the Country Leadership Team, persuade and engage the leaders to continually monitor effectiveness of the ERC program, including cultural drivers of ethical decisions and integrity, for continuous improvement
- Provide comprehensive, contextual advice in order to influence actions regarding local business-owned implementation of ERC Policies and Guidelines
- Actively engage with local external and internal ERC networks, including the local industry association, to shape and influence the environment, and build trust around Novartis reputation
- Lead in developing, refining, and adapting standards related to ERC to meet evolving requirements; promote consistently high standards and operational excellence
- Conduct local communication, training, and monitoring activities to support ERC awareness, risk identification and prevention goals
- Find solutions to existing and new Ethics, Risk & Compliance issues and develop appropriate and innovative practices and guidelines.
- **Ethics:**
 - Nurture a culture of ethics by overseeing the implementation the Novartis Code of Ethics. Actively shape an environment that fosters ethical decisions making
 - Coordinate and offer support, direction and guidance to Novartis associates to ensure activities are conducted ethically and within the tenets of internal policies and applicable laws, regulations and industry codes.
- **Risk Management:**
 - Support IM Croatia, Bosnia-Herzegovina in establishing effective risk management strategies and operations.
- **Compliance:**
 - Overseeing the implementation of the Novartis ERC Program

- Ensure ERC topics are regularly discussed and documented in Leadership Team meetings or Country ERC Committee meetings
- Plan and execute risk-based monitoring of key business processes relying on centralized testing activities Share insights with the local Leadership Team and recommend actions to address key issues and trends.
- **External Party Risk Management (EPRM)**
 - Support the business and coordinate the EPRM operations to be executed at country level.
- **Speak Up:**
 - Actively promote a speak-up culture within the organization
 - Support and/or conduct to the investigation of Speak Up cases as needed, in a timely and effective manner
 - Participate in the Investigation Review Committee (IRC), ensuring appropriate remediation activities are defined and case outcomes documented within the Speak Up case management system
- **Transparency Reporting:**
 - Sponsor and oversee disclosure processes and ensure implementation of the Novartis position and guidelines
 - Action on emerging risks identified in transparency.
- **Other**
 - Provide basic functional coordination and oversight for ERC activities at local level
 - Serve as ERC representative and member in local Leadership meetings
 - Participate and contribute to the Compliance network from the local industry association.

Key Performance Indicators

- Well established ERC 'tone at the top'
- Relevant functional inputs and active contribution to Leadership Team meetings are provided
- Evaluate and provide recommendations to ensure adequate ERC structure and resources to address business activities and related risks
- ERC topics are regularly discussed and documented in Leadership Team meetings or Country ERC Committee
- In a timely and pragmatic manner, advice is provided on ERC aspects of business decisions
- All applicable ERC processes are established and effective
- Annual monitoring plan is in place and executed. Major issues/gap identified are adequately addressed
- Annual ERC training plan established executed
- Audit-readiness status is achieved and maintained.

Requirements:

Education

- A Bachelor's degree in a relevant field (e.g., Law, Business, Life Sciences) is required
- An advanced degree (e.g., Master's, JD, or equivalent) is preferred, especially given the cross-functional and regulatory complexity of the role

Work Experience

- Minimum of 5 years of experience in compliance, legal, medical, or business operations within the pharmaceutical or healthcare industry
- Proven ability to lead in lean environments covering a broad range of compliance areas
- Strong track record in risk identification and mitigation, including the ability to respond quickly to emerging

risks

- Experience in developing and implementing compliance programs, including training, monitoring, and reporting mechanisms

Regulatory & Industry Knowledge

- Deep understanding of local compliance regulations (e.g., anti-bribery, anti-corruption)
- Familiarity with compliance frameworks such as IFI, EFPIA with the ability to apply them in a locally relevant manner
- Experience engaging with external stakeholders, including regulators and industry bodies

Languages

- English – Business fluency required

Leadership & Interpersonal Skills

- Strong communication and negotiation skills, with the ability to engage senior leadership on compliance risks and solutions
- Demonstrated ability to navigate complexity and deliver collective impact across functions
- Experience working in transnational and multicultural environments, with sensitivity to local cultural and regulatory nuances

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Division

Ethics Risk & Compliance

Business Unit

Innovative Medicines

Location

Croatia

Site

Croatia

Company / Legal Entity

HR03 (FCRS = HR003) Novartis Hrvatska d.o.o.

Functional Area

Legal & Intellectual Property & Compl.

Job Type

Full time

Employment Type

Regular

Shift Work

No

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