

Real Estate & Facilities Services (REFS) - Facility Management Lead

Job ID
REQ-10055153
Jun 30, 2025
USA

Summary

Provide overall leadership, management, and strategic planning for the management of third-party service providers for the delivery of facility services at the Cambridge, Massachusetts (USA) campus. Fully support facility services within both direct contract and integrated facility management (IFM) models. Responsibilities include facility management of the overall buildings, grounds, cleaning, food services, infrastructure and site maintenance operations.

Develop strategic relationships with third-party service providers and Novartis business stakeholders. Recognized as competent in evolving facilities management and strategic planning to build and sustain competitive advantage. Facilitate and participate in the development of change management approaches required to implement them. Ensure close coordination with, and actively participate in, US REFS initiatives to maximize enterprise-wide opportunities.

About the Role

Major accountabilities but not limited to:

Manage and govern third party service providers providing facility services to make sure that they adhere to baseline budgets, work to develop new scope of work, and maintain site operations 24/7 as necessary. Conceptualize, develop, and implement innovative short- and long-term business strategies to improve quality, productivity, customer service levels and cost efficiency. Ensure the facility services meet end user requirements stakeholder customer satisfaction.

Oversee the development of facility management cost of doing business (CODB) projects by the third-party service providers. The 1-3-5-year CODB plans are to include strategies and actions needed to maintain proper asset lifecycle management, reduce operational costs, and support business continuity/contingency planning. Alignment with the Novartis Design & Construction Management (DCM) team on CODB plans prior to the DCM team executing the project plans.

Complete monthly reporting required by the US REFS Head, Novartis leadership, REFS senior leadership and site heads.

Ensure effective third-party contract management and governance. Determine service provider ratings for monthly/quarterly financial and operational performance indicators. Provide oversight and take corrective action quickly and decisively when performance falls short of expectation, adherence to contracts, or when conflict dispute resolution is required.

Partner with Novartis Procurement and participate in the request for proposal (RFP) process when evaluating new suppliers.

Safety and compliance management (GXP, FDA, USDA, AAALAC, OSHA, SOX, POP) including company policies and procedures. Advocate and enforces applicable Novartis standards, policies, procedures, and best practices in the implementation and/or maintenance of facilities and services. Works closely with the Novartis Health, Safety & Environment (HSE) team to ensure proper compliance via third party service provider and all contracted vendors.

Understand and operate under Novartis budgetary guidelines and manage expenses according to budget.

Demonstrate company values on a consistent basis.

Drive culture within organization that retains and develops talent to create a pipeline for organizational growth, as well as one which values diversity and embraces inclusive behaviors.

Minimum Requirements

- 4+ years of experience in a facility management/ maintenance environment.
- Strong financial competency with budgeting, capital planning and maintenance.
- Leadership and innovation. The ability to focus the organization on a common objective.
- Extensive pharmaceutical facility operation experience.
- Regulatory knowledge as related to pharmaceutical industry. Knowledge and understanding of Good Laboratory Practices (GLP), Good Manufacturing Practices (GMP) and other regulatory regulations regarding facility operations.
- Strong knowledge of facility/ building/ utility operations and services, and the ability to understand corporate perspective, strategic and financial.
- Competency in analytical and problem-solving skills.
- Ability to develop and maintain partnerships with internal as well as external organizations to achieve goals. Ability to build relationships and manage key vendors.
- Ability to be a champion for change and continuous improvement across REFS and the business. Flexibility and Adaptability.
- Proven success in a collaborative environment, Ability to excel in cross-functional teams with multiple stake holders.
- Strong communication skills, both written and verbal.

Novartis Compensation and Benefit Summary: The pay range for this position at commencement of employment is expected to be between \$98,700 and \$183,300 per year; however, while salary ranges are effective from 1/1/25 through 12/31/25, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an "at-will position" and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

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>

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>

EEO Statement:

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Accessibility & Reasonable Accommodations

The Novartis Group of Companies are committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please send an e-mail to us.reasonableaccommodations@novartis.com or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Division

Operations

Business Unit

CTS

Location

USA

State

Massachusetts

Site

Cambridge (USA)

Company / Legal Entity

U061 (FCRS = US002) Novartis Services, Inc.

Functional Area

Facilities & Administration

Job Type

Full time

Employment Type

Regular

Shift Work

No

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