

# Process Documentation Manager

Job ID  
REQ-10055293  
Jul 01, 2025  
Ireland

## Summary

#LI-Hybrid

Location: Dublin, Ireland

Relocation Support: This role is based in Dublin, Ireland. Novartis is unable to offer relocation support: please only apply if accessible.

Are you passionate about creating clarity in complexity? As a Process Documentation Manager at Novartis, you'll play a key role in enabling our associates and agency partners to deliver digital marketing the Novartis Way. You'll own and evolve our internal content catalog—translating technical processes into clear, actionable resources that drive adoption and elevate quality.

If you thrive at the intersection of content strategy, process excellence, and brand alignment, this is your opportunity to make a meaningful impact across global teams.

## About the Role

### Key Responsibilities:

- Maintain and update editorial calendar for quarterly channel playbook releases with changelogs
- Align documentation with internal stakeholders to ensure clarity and accuracy of content
- Collaborate with analysts and channel leads to capture technical and process requirements
- Translate technologies and platforms into actionable content for training deployment
- Harmonize content to reflect Novartis brand standards across copy, design, and visuals
- Create frameworks that consolidate resources into a single effective reference point
- Publish content that meets standards for structure, metadata, and cross-linking
- Ensure documentation consistency across channels in alignment with process maps

### Essential Requirements:

- Degree in marketing, graphic design, or information management
- Proven experience in technical writing and content planning
- Strong ability to translate technical requirements into clear reference and training materials
- Excellent written communication skills in U.S. English
- Ability to simplify and standardize complex information for broad audiences
- High attention to detail and commitment to producing polished, high-quality deliverables
- Familiarity with emerging technologies such as Generative AI and Agentic AI is a plus

### Desirable Requirements:

- Experience working in a regulated industry or with global content governance frameworks
- Familiarity with digital marketing platforms and enterprise content management systems

### **Commitment to Diversity & Inclusion:**

*We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.*

**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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**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>

Division

US

Business Unit

Universal Hierarchy Node

Location

Ireland

Site

Dublin (NOCC)

Company / Legal Entity

IE02 (FCRS = IE002) Novartis Ireland Ltd

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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