

Contracts Operational Manager, MAPs , NOCC Contracts and Business Solutions

Job ID
REQ-10056034
Jun 24, 2025
Mexico

Summary

The Contracts Operational Manager provides contracting life cycle management support and business solutions optimizing operational expertise to Medical Affairs, partnering with all areas in the end-to-end planning process and execution.

About the Role

This role is based in Mexico City, Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

Key Responsibilities:

- **Contract Life Cycle (CLC) Management:** Performs best-in-class contract management processes and incorporates tools in the day-to-day practice. Provides continuous feedback from the execution/implementation to align best practices with business needs. Reports on set cadence tracking metrics and suggested process improvements.
- **Contract:** Executes and manages the contractual documents with primary responsibility for compassionate use agreements needed to affect the Managed Access Programs (MAPs) proposed and approved by MA. Ensures contracting activities, with quick and efficient turnaround times, in adhere to Internal SOP and WP processes, and Corporate Integrity. Produces final contracts/amendments and secures all necessary company approvals to facilitate execution of said agreements. Ensures appropriate contractual Amendments and Addendums are in place. Assists MA CBS team in preparing project specific metrics and milestones for both original contracts and amendments.
- **Manage:** Facilitates/coordinates the process with oversight from the lead for NOCC C&BS Associates, reports inclusive of workload and provides oversight of priorities for contract specialists.
- **Collaborator:** ability to collaborate with US leads to communicating effectively with US Legal and Patent departments and to answer questions regarding contract terms, scopes of work, pricing, and payment schedules within the framework of the US legal and compliance requirements. Aids NOCC Lead to ensure timely execution and streamlined efficient negotiations/management. Aids in the coordination, capturing and reporting of data related to operational performance. Apply contract knowledge to assist and train contracts specialists.
- **Tactical planning:** Partners with NOCC Lead of CBS to aid in the development of tactical plans aligned to strategies and priorities. Supports projects and initiatives to ensure work is prepared to successfully

respond to the changing needs and requirements of our business partners.

- **Excellence in Business Solutions execution:** tracks contract and scope driven milestones and overall CLC and business solutions progress. Aids to find improvement opportunities and improve strategic and tactical plans. Identify risks, and help develop, and implement contingency plans.
- **Budget management:** Ensures FMV and Schedule As abide by Laws, Regulations and adhere to all local process, aligning milestone deliverables with cost and payment to ensure minimal deviations from local guidelines and standards. Proactive evaluation and identification of risks/opportunities. Facilitates process to re-prioritize and define mitigative actions.
- **Stakeholder management & communications:** Engages with multiple stakeholders within Medical Affairs and across the organization to ensure the delivery of quality, timely and cost-effective external resources to support US Medical Affairs.
- **Knowledge management:** US laws and regulations associated with contract language regarding US Pharma, regulations to GxP, with specific knowledge of Phase 1-IV, Managed Access Programs, Registries, and IIT studies with secondary knowledge including, but not limited to, research collaborations, HCP engagements, Letters of Agreement/Indemnification, and confidentiality agreements, that may shift based on evolving business needs.

Essential Requirements:

- Advanced English, level C1 – C2
- Candidate must have 7-10 years of experience in the Pharmaceutical Industry, 5 years' experience in operational roles; and 5-7 years in a Contracting Function. 1-3 years managerial and/or oversight experience a plus.
- Bachelor's degree in business/legal field required; Advanced degree preferred.
- Full knowledge of research operational management, inclusive of different types of research projects, such as HEOR/clinical trial/medical process improvements, NIS/registries, IITs, and sponsored trials.
- Demonstrate solid knowledge and understanding of Inventions and Patents, Indemnification and privacy regulations in the US Market.
- Demonstrate successful negotiation for FMV budgets, contracts, reconciliation, and amendments: HEOR, vendor, research sites, IIT, NIS, HCP and CDA independently.
- Proficient Understanding of fair market value, benchmarking costs and high-level budgets.
- Posses strong internal and/or external influence to achieve business & operational objectives.
- Excellent interpersonal skills (team player).
- Proven negotiation skills.
- Must be able to work independently and be fully agile in adapting to evolving business needs
- Proven record of accomplishments that demonstrate strong solution mindset and multitasking skills for business solutions.
- Demonstrated track record of success and leadership skills working on multidisciplinary drug development teams in different phases of development in a complex matrix environment.
- Strong written, oral & presentation skills, with an ability to make professional and credible first impressions with internal and external customers.
- High degree of organizational, analytical, and team management and leadership skills.
- Ability to work on complex, multi-faceted projects.
- Excellent interpersonal communication and cross-functional collaboration skills.

Commitment to Inclusion

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

- Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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>

Division

Operations

Business Unit

Universal Hierarchy Node

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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