NOVARTIS

# External Operations Manager

Job ID
REQ-10009541
Apr 01, 2025
Austria

## Summary

The External Operation Manager (EOM) is accountable for the seamless execution of the sourcing and supply strategy for comparators and other open label non-Novartis commercial drugs used in clinical trials across the Global Clinical Supply (GCS). They serve as primary interface between the external partner (CMO), internal functions and extended stakeholders in the development organization to ensure the successful build and viable maintenance of a fully outsourced supply model leveraging strategic partnerships.

## About the Role

**Key Responsibilities:**

- Build the interface between the clinical supply chain functions, clinical teams, and the external partner with defined governance meetings (CTT Sub team, Vendor Operational Control Tower)
- Manage all applicable finance activities, Purchase Orders (PO), invoice approval and tracking financial metrics.
- Liaise with Comparator Sourcing Supply Lead, Study Lead and internal GCS study team (with Clinical Trial Supply Manager and Comparator Sourcing Supply Lead) on a regular basis to support accurate study protocol interpretation, provide guidance for correct demand calculation and to ensure operational responsiveness to study dynamics.
- Ensure most cost-efficient material flow, minimizing waste and allowing the flexibility to accommodate the changing demand
- Monitor vendor performance with pre-defined KPIs and collaborate with vendor to identify process optimizations and ensure timely follow up and completion of actions.
- Support the collection, analysis, interpretation, cleansing and exchange of site demand, stock and enrollment data in close collaboration with the CTSM and the CMOs clinical supply optimization team
- Ensure automated key portfolio data are available, accessible and timely for external partners to operate
- Oversee and actively monitor site (re)-supply for defined high priority trials and materials.
- Support and guide the external partner in the development, maintenance, and execution of an optimal resupply strategy, in the proactive planning of site stock replenishment and the proactive expiry management, to ensure compliance and continuity of clinical supplies.
- Own, monitor and act on operational KPIs together with the external partner.
- Be the main interface between external partner functions and internal stakeholders (GCO, Regulatory, CTA Hub, Quality Assurance, Qualified Person).
- Identify, assess, and proactively communicate supply risks to all relevant stakeholders along with appropriate mitigation strategies to ensure supply continuity.
- Retrieve and communicate relevant changes in the study design, timelines, country footprint and co-ordinate the implementation with the external partner.

- Work closely with the vendors and clinical team, regulatory, and supply chain teams to ensure that the product sourcing strategy is executed according to the set trial timelines and regulatory requirements.
- In collaboration with the external partners drive for best practices, standardization and optimization of comparator demand and supply planning processes.
- **Essential Requirements:**
- Degree in science, engineering or equivalent.
- >5 years of practical experience in chemical / pharmaceutical industry or > 3 years of experience in field of expertise
- Good knowledge about the Drug Development and study demand planning process
- Basic project management, good organization and planning skills
- Knowledge of Good Manufacturing Practices and Health, Safety & Environment (GMP & HSE) regulations.
- Very good communication, Fundamental Leadership, negotiation and interpersonal skills and the ability to work in interdisciplinary teams.

- **Desirable Requirements:**
- Degree in Science
- Distribution experience in Pharma

**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

**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

In addition to a market-competitive base salary, we offer an attractive incentive program, a modern company pension scheme, childcare facilities, learning and development opportunities as well as worldwide career possibilities within the Novartis group. Level 4: In accordance with Austrian law, we are obliged to disclose the minimum salary as stated in the collective bargaining agreement. For this position the minimum salary is €60,212.18/year (on a full-time basis). The actual salary will be significantly higher, as we strive to maintain a competitive position in the market and consider your previous experience, qualifications and individual competencies.

If because of a medical condition, physical disability or a neurodiverse condition you require an adjustment during the recruitment process, please reach out to disabilities.austria@novartis.com and let us know the nature of your request as well as your contact information. The support which we can provide will include advice on suitable positions as well as guidance at all stages of the application process. Austrian law provides candidates the opportunity to involve the local disability representative, Behindertenvertrauensperson (BVP), in the application process. If you would like to request this, please let us know in advance as a note on your CV.

**Commitment to Diversity and Inclusion:**

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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Division
Development
Business Unit
Universal Hierarchy Node
Location
Austria
Site
Schaftenau
Company / Legal Entity
AT33 (FCRS = AT033) Novartis Pharmaceutical Manufacturing GmbH
Functional Area
Research & Development
Job Type
Full time
Employment Type
Regular
Shift Work
No
Apply to Job

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