

S&O Data Vendor Support Associate Director

Job ID
REQ-10041484
Mar 24, 2025
India

Summary

The S&O Data Vendor Support Associate Director has a thorough understanding of the drug development process in all aspects in Clinical Data Operations (data acquisition, data management, clinical & statistical programming), with regards to their respective remit to facilitate (between CDO sub-functions and GCO level functions), to support by serving as the single point of contact (encompassing one or more of the following): vendor management and resource management. Drives participation and input within CDO and cross functionally, supporting the S&O Head of CDO and rest of CDOLT.

About the Role

Major accountabilities: Responsible for overall Vendor and Resource Management in CDO in close collaboration with CDOLT, CDO Sub functions, VPG and central resource management team which includes the following.

1. Vendor Management:

- a. **Defines Services Level Agreements and negotiates with partners to establish optimal Statements of Work in close collaboration with VPG**
- b. **Collaborates with external partner to translate business needs into requirements and projects.**
- c. **Ensures new services are developed effectively and that results are acceptable. Monitors service regularly to ensure appropriate service delivery. Monitors service regularly with KPI, KQI and SLA measures to ensure appropriate service delivery in close collaboration with VPG**
- d. **Ensure engagement and follows overall contract norms.**
- e. **Approval of monthly invoices.**
- f. **Ensure adherence to governance process and escalation management. Responsible for all vendor communications in collaboration with other operational groups.**
- g. **Accountable for designing the solution for coordination of onboarding, off boarding and management of HCR and internal tracker.**
- h. **Participate, conduct and contribute to vendor related surveys.**
- i. **Coordinate with Quality Head to ensure compliance and inspection readiness. Coordinate and implement vendor related CAPAs.**

2. Resource Management: Defines and implements measures to project resources and reconcile projections to actual effort in close collaboration with central resource management team.

- a. **Maintains monthly, quarterly, and annual rolling forecasts of demand in collaboration with the CDO Leadership Team, CDO sub functions, central resource management group**
- b. **Forecasts and tracks project/portfolio resource requirement based on algorithm. Assesses the accuracy of forecasting methods and implements improvements. Evaluate Monthly/YTD/Quarterly resource projection and reconcile with actual effort. All of this in close partnership with CDO sub functions and centralized resource management team**

- c. Evaluate and facilitate approval of resource in consultation with CDOLT.
 - d. Evaluates baseline projections vs actual spend/effort. Highlight discrepancies in resource requirements and actual utilization.
 - e. Timesheet Compliance
3. Proactively addresses potential vendor and resource management issues before they become problematic.
 4. Leads/supports non-clinical special projects and initiatives related to Vendor and Resource Management. Provide subject matter expertise through self/through team to special projects as needed
 5. Selects, recruits, develops, manages, motivates, coaches and appraises the performance of direct reports to ensure high quality performance
 6. Leads by Example to build a strong team spirit and creates a team founded on right capability, excellence in performance and exhibiting Novartis values and behaviors

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 Business Unit
 Innovative Medicines
 Location
 India
 Site
 Hyderabad (Office)
 Company / Legal Entity
 IN10 (FCRS = IN010) Novartis Healthcare Private Limited
 Functional Area
 Research & Development
 Job Type
 Full time
 Employment Type
 Regular
 Shift Work
 No
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