

Head Vendor Alliance, Clinical Outsourcing Services

Job ID

REQ-10043742

Apr 02, 2025

United Kingdom

Summary

LOCATION: London, UK or Dublin Ireland

ROLE TYPE: Hybrid Working, #LI-Hybrid

The Head Vendor Alliance (HVA), Clinical Outsourcing Services responsible for ensuring excellence in vendor service delivery through collaboration with internal and external partners. Working closely with Vendor Program Strategy Directors (VPSD), the HVA defines effective vendor strategies, proactively reduces risks, and leads multidisciplinary External Relationship Management Teams to ensure best-in-class service delivery and accelerate study timelines. The HVA establishes strategic vendor alliances, manages vendor performance and compliance, and acts as a business partner to country organizations, addressing region-specific vendor issues, risks, and projects to improve site and patient experiences.

About the Role

ACCOUNTABILITIES

- Collaborates with VPSD to define and implement global and local vendor strategies, optimizing service delivery and reducing costs.
- Manages vendor footprint and ensures strategic selection and qualification of preferred vendors to address service gaps and support local vendor involvement.
- Provides category expertise to support local vendor issue resolutions, standardizing service delivery, and accelerating study start-up cycle times.
- Proactively identifies and mitigates vendor and service risks, driving continuous improvement and alignment with GCO-funded studies and enterprise goals.
- Leads multiple cross-functional teams, each with a unique service area (e.g., full outsourcing, recruitment/retention, and functional service provider) **OR** (central laboratories, biomarkers, ancillary supplies) to manage vendor services, optimize delivery, and drive innovation and improvements.
- Ensures alignment with Novartis goals and senior leaders, significantly interacting with internal and external stakeholders to enhance communication and partnership.
- Accountable for vendor performance across global vendors, ensuring high-quality services, proactive risk management, and continuous improvement aligned with Novartis goals.

REQUIREMENTS

- 10+ years relevant industry experience (BioPharma or with a clinical research organization) including expertise in clinical operations, management of outsourced trial activities or vendor management

accountabilities.

- Significant background in vendor and outsourcing management with preference for extensive experience within large CRO's and/or large-scale laboratories
- Experience managing large, multi-service vendor partnerships for Pharmaceutical companies or laboratories
- Exposure to working in highly visible, senior / executive level leaderships – background in Business Development along with outsourcing management combined with expertise of clinical development operations
- Excellent understanding of clinical trial methodology, GCP and medical terminology.
- Thorough understanding of clinical research and development including, quality & regulatory standards and policies relevant to defined services.
- Management of virtual teams. Demonstrated ability to lead teams and build capabilities.
- Able to lead diverse service types (outsourced trial services, recruitment services, M&A implementation)
- Demonstrated ability of completing projects on time and within budget.
- Extensive organizational awareness, including significant experience working cross-functionally and in global teams Thorough understanding of contracts (including basic legal understanding of terms and conditions).
- Profound knowledge in finance (understanding of cost drivers for clinical trials) as it relates to contracts and cost reductions.

Why Novartis:

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here:

<https://www.novartis.com/about/strategy/people-and-culture>

You'll receive:

You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook.

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.

Join our Novartis Network:

If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>

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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<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

Development

Business Unit

Universal Hierarchy Node

Location

United Kingdom

Site

London (The Westworks)

Company / Legal Entity

GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.

Alternative Location 1

Dublin (NOCC), Ireland

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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