

Source to Pay BPO Success Lead

Job ID
REQ-10045598
Mar 26, 2025
Czech Republic

Summary

We are seeking an experienced professional to manage the outsourcing partnership for the Source to Pay Business Process Outsourcing Success Lead (S2P). This role is critical in overseeing the contractual relationship with our external service provider for outsourced F&A services. The successful candidate will drive contract compliance, foster strong partnerships, and ensure operational excellence across S2P processes, with a primary focus on the European market and other key regions.

The ideal candidate should have strong expertise in contract governance, stakeholder management, KPI monitoring, and process optimization in a global Finance and Accounting environment. Experience in Finance, Accounting, and S2P processes is an added advantage.

About the Role

Key Responsibilities:

- Act as the primary point of contact between Novartis NOCC's (primarily Europe) and vendor partner
- Ensure alignment and collaboration between NOCC, GPO, regional, and country-level FRA teams.
- Build and maintain strong partnerships with internal and external stakeholders to optimize contract execution.
- Ensure adherence to contractual terms and Service Level Agreements (SLAs).
- Identify and mitigate risks associated with outsourced Finance and Accounting operations with vendor partner
- Lead the timely resolution of contractual disputes and operational challenges. Ensure alignment on key contractual clauses and governance frameworks.
- Manage issue resolution and escalation processes, ensuring minimal disruption to the Source to Pay process.

Performance & Process Optimization

- Drive continuous improvement initiatives to enhance service delivery and efficiency.

Essential Requirements:

- 12+ years in contract management, BPO governance, third-party vendor management, or Finance & Accounting operations.
- Proven experience in managing vendor relationships across multiple geographies (preferably Europe).

- Strong contract negotiation, stakeholder management, and problem-solving abilities.
- Expertise in Finance & Accounting processes, particularly Source to Pay (S2P), is a plus.
- Bachelor's or master's degree in finance, Accounting, Business Administration, or a related field.
- Fluency in English is required. Proficiency in any European language is a plus

You'll receive (Applicable for Prague)

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program – choice of benefits from Benefit Plus Cafeteria in the amount of 17,500 CZK per year; Meal vouchers in amount of 105 CZK for each working day (full tax covered by company); Car Allowance; MultiSport Card, Employee Share Purchase Plan. Find out more about Novartis Business Services: <https://www.novartis.cz/>

Accessibility and accommodation:

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in any order to receive more detailed information about essential functions of a position, please send an e-mail to inclusion.switzerland@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>

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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

Finance

Business Unit

CTS

Location

Czech Republic

Site

Prague

Company / Legal Entity

CZ02 (FCRS = CZ002) Novartis s.r.o

Alternative Location 1

Telangana, India

Functional Area

Audit & Finance

Job Type
Full time
Employment Type
Regular
Shift Work
No
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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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