

# Vendor Alliance - Lead Associate Director

Job ID  
REQ-10046206  
Apr 07, 2025  
Ireland

## Summary

Reporting to the Head Vendor Alliance, the Vendor Alliance Lead (VAL) for Full Service is responsible for the management of outsourced clinical activities, deliverables and governance of Novartis' CRO partners. The VAL oversees the operational aspects of a CRO partners and is the expert for the assigned services within the External Relationship Management Teams (ERMTs) to drive value beyond cost from Novartis' external partner base.

## About the Role

### Key Responsibilities:

- Responsible for supplier governance, oversight and issue management/escalation across global clinical operations , locally and cross-divisionally as required.
- Supporting the implementation of the agreed outsourcing program strategies.
- Lead business review meetings with CRO partners including Key Performance Indicator (KPI) and Key Quality Indicators (KQI) review.
- Function as a point of escalation for supplier issues which cannot be resolved at the individual Clinical Trial Teams (CTT) level.
- Leverage knowledge, experience and understanding of service category(s) and suppliers to provide support and proactive risk management to the operational management with the ERMT.
- Lead supplier due diligence and qualification activities within ERMT.
- Using technological enablers to drive automated and systematic near-time issue resolution.
- Provides Health Authority inspection support including CAPA management.

### Essential requirements:

- Bachelor degree in life science and/or bachelor degree in business ideally with 7 – 10 years' experience working in the pharmaceutical industry or equivalent. Advanced degree preferred.
- Demonstrated leadership with supplier relationship management and/or expert knowledge of specific service areas.
- Strong vendor management skills.
- Expert knowledge of clinical trial process and mapping to supplier requirements.
- Demonstrated partnering across divisions with internal and external stakeholders.
- Excellent knowledge of Good Practice (GxP) and International Council for Harmonisation (ICH) regulations.
- Demonstrated root cause analysis, problem solving, and solution generation skills.
- Leadership to deliver projects according to required and deliverables and excellent influencing and communication skills

- Demonstrated strategic skills; organizational knowledge; advanced planning and project
- Management skills, as well as an advanced understanding of business processes.
- Ability to influence without authority & independently.
- Building highly functioning teams.
- Partnering skills with internal and external stakeholder.
- Fluent English, oral and written

**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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Division

Development

Business Unit

Innovative Medicines

Location

Ireland

Site

Dublin (NOCC)

Company / Legal Entity

IE02 (FCRS = IE002) Novartis Ireland Ltd

Alternative Location 1

London (The Westworks), United Kingdom

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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