

ERC Business Partner

Job ID
REQ-10048547
May 11, 2025
Japan

Summary

The ERC Business Partner (BP) serves as a crucial strategic partner in specific therapeutic areas, committed to ensuring our stakeholders maintain the highest ethical standards to reimagine medicine. This role works closely with the business to offer strategic direction and leadership on all ERC-related matters. It involves anticipating and identifying innovative strategies and solutions, optimizing opportunities, managing risks pragmatically, and co-developing cutting-edge solutions. Key responsibilities include 1) Supporting delivery of transformative innovations to patients and the business through new product launches, 2) Embracing operational excellence in routine work, 3) Leveraging data and digital technology, and 4) Empowering our people. Additionally, the role requires to lead with integrity and principles, ensuring risk-based compliance, including adherence to the Code of Ethics and Doing Business Ethically, to achieve sustainable success.

About the Role

Major accountabilities:

- Provide close and timely communication and support to the designated TA leadership team as a strategic business partner from ERC perspective.
- Participate in TA leadership meetings (e.g., business reviews) to understand potential and actual risks and provide necessary advice from an ERC perspective.
- Align TA members as the person in charge of the designated TA in the ERC department.
- Visualize ERC activities in various meetings such as ASD meetings (e.g., case studies, information sharing).
- Proactively hold update meetings within the ERC department (e.g., agenda sharing) as needed.
- Support the designated TA when the company receives inquiries or allegations from competitors or authorities, and liaise with an appropriate member in the ERC department.
- Provide timely and appropriate answers to inquiries received from the business (e.g., inquiries from FLMs, 100 inquiries/month).
- Act as the contact point and manage One Governance Committee for the designated TA.
- Conduct case study training as a trainer (e.g., provide opportunities to share ideas or proposals from the business and visualize that knowledge).
- Support appropriate ideas based on principles and smart risk-taking (e.g., Doing Business Ethically / Behaviors in Action concept).
- Proactively support the ERC Center of Excellence to simplify ERC policy and processes from business perspectives.
- Support the enhancement of the Doing Business Ethically and BeSure platforms.
- Foster a culture of compliance by promoting ethical behavior, integrity, and accountability through initiatives to raise awareness.

- Lead and/or participate in global/local projects as an ERC representative to proactively provide valuable inputs.
- Perform other duties as assigned.

Knowledge/Skills

- Possess deep expertise in the business strategies of the pharmaceutical industry and extensive knowledge in designated therapeutic areas.
- Have a solid working knowledge of company and local regulations related to compliance program administration within the pharmaceutical industry.
- Demonstrate success in cross-functional collaboration, with effective communication, interpersonal, organizational, and presentation skills.
- Exhibit political savvy and the ability to take difficult or unpopular positions to present factual observations and identified risks.
- Possess the ability to manage and execute multiple simultaneous initiatives, actively identify and evaluate potential and actual risks through dialogue and discussion and report the findings verbally or in writings to the relevant TA Head and ERC Head, providing effective advice.
- Maintain an even temper, adhere to the Code of Ethics, and treat all people with respect, even in stressful circumstances.
- Consistently exhibits the capability to achieve results both independently and through team collaboration.
- Proficient in meeting deadlines while managing multiple projects and priorities.
- Possess strong cross-functional collaboration and matrix management skills, with a proven ability to lead change initiatives through effective communication and persuasive leadership.
- Exemplify exceptional customer service skills and maintain an executive presence when engaging with all levels of management and stakeholders.
- Maintain confidentiality of information.

Key performance indicators:

- Participate in TA leadership meetings consistently and provide advice/feedback from an ERC perspective, which will be shared with the ERC head, as necessary.
- Establish strong relationships with the business and successfully implement ERC programs to address identified potential, actual, and perceived risks, and support remediations, as necessary.
- Record and analyze proposals, inquiries, and requests from the business to visualize them quarterly.
- Provide credible and meaningful communication and presentation of each case/inquiry/allegation to leadership and/or senior management.
- Be willing to have tough conversations and ask tough questions. Be able to take a stand and represent an unpopular view when needed.
- Provide timely (within a week) and appropriate answers to inquiries received from the business.
- Plan, hold, and manage the One Governance Meeting periodically.
- Regularly hold update meetings for information sharing within the ERC department.
- Actively participate in global and local projects and provide valuable inputs.
- Influence NPKK associates to foster psychological safety and Speak Up culture based on ICUI/Behaviors in Action to ensure that the business can evolve in a fast-changing environment with sensitivity to compliance.
- Have a check-in meeting with the manager at least once a month or as required.
- Develop a concrete, continuous self-development plan and meet each step's criteria.
- Engage with stakeholders to have a significant organizational impact.

Minimum Requirements:

Work Experience:

- **Education** Requires a B.A. degree in a relevant field (e.g., Business, Law, Life Sciences) Advanced degree preferred.
- **Travel:** Some travel expected as part of assigned duties
- **Languages:** Japanese – Business level English – Business level
- **Experience:**
 - Require a minimum of 5 years of experience in compliance, commercial, medical, and/or business operations within the pharmaceutical or healthcare industry.
 - Experienced in discussing and negotiating business strategies, initiatives, and associated risks with leadership or management to find balanced solutions, as well as answering inquiries from all levels of the business.
 - Experience with laws, regulations, and industry guidance affecting the pharmaceutical industry, including but not limited to IFPMA, EFPIA, JPMA Code of Practice, and FCC.
 - Experienced in developing and implementing compliance programs, with strong analytical, problem-solving, communication, and interpersonal skills to assess complex situations and collaborate effectively with stakeholders at all levels.
 - Experience in a transnational and multicultural environment.

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?

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Division

Ethics Risk & Compliance

Business Unit

Universal Hierarchy Node

Location

Japan

Site

Toranomon (NPKK Head Office)

Company / Legal Entity

JP05 (FCRS = JP005) Novartis Pharma K.K.

Functional Area

Legal & Intellectual Property & Compl.

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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