

# Assoc. Dir. DDIT IES Operational Excellence & Governance

Job ID

REQ-10049748

Apr 23, 2025

India

## Summary

The Assoc. Dir. Operational Excellence & Governance will be instrumental in driving key initiatives focused on productivity, people development, and leveraging technology to enhance operational efficiencies. This role demands proactive engagement with various departments to identify opportunities for process optimization and cost reduction. By fostering a culture of continuous improvement, this role will not only support the seamless execution of business operations but also contribute to the strategic goals of the organization.

## About the Role

### Major accountabilities:

Your accountabilities include but are not limited to

- **Strategy Planning & Operational Excellence:**

- Contribute to the development of mid-term portfolio plans for the supported business Function
- Proactively identify operating model improvement areas once implemented
- Coordinate the execution of key operational processes for the Function such as financial reporting and budget planning, hiring and location strategy impact, demand and resource management, functional supplier management, communications, etc. to ensure smooth running of the business and achievement of operational targets

- **Leadership:**

- Standardize operations, align business priorities, and adapt to changes. Ensure projects from governance are feasible and resources are adequately allocated.
- Support the Function's leadership and associates to focus on the overall priorities for Novartis Operations and the Function to maximize customer satisfaction

- **Roles & Responsibilities:**

- Clarify expectations for all involved in governance and projects, ensuring accountability.
- Proactively identify opportunities to increase service levels and mitigate any functional level risks or issues
- Take accountability to ensure adherence with Security and Compliance policies and procedures for the Operational Excellence and Planning scope
- Support in the implementation of cross functional initiatives, processes and tools

- **Stakeholder Management:**

- Oversee project governance and collaborate with division leads and cross-functional teams for smooth execution and alignment.
- Support the Global Head of Function or Head of Team member(s) in day-to-day management

- **Performance Monitoring:**

- Track program performance, identify improvements, and take corrective actions to ensure meeting business deadlines, scope, and budget.
- Contribute to the initiatives led by the Operational Excellence and Planning community to ensure cross functional standardization and cost efficiency are achieved

- **Program Management Skills:** Identify and manage project / program / operation risks and issues. Foster a strong project management culture with clear requirements and comprehensive coverage.

- **Data Analysis and Insights:** Utilize data analytics tools to gauge performance, predict trends, and provide actionable insights. Leverage data to make informed decisions, optimize resource allocation, and enhance business unit outcomes.

- **Reporting and Documentation:** Keep accurate business operation documentation, including plans, timelines, and resource forecasts. Present regular status reports to senior leadership.

## EXPERIENCE & SKILL SET

- **Experience:**

- 12-18 years' experience in GBS / Shared Services industry or consulting industry.
- Knowledgeable in business process in scope (e.g. Finance, HR, Supplier Management)
- Proven track record of impactful contributions to operational excellence and transformative programs with tangible results

- **Soft skills:**

- Excellent stakeholder management skills, including with Senior stakeholders
- Excellent written and oral communication & inter-personal skills, ability to develop high-quality documents and presentations
- Ability to lead and motivate team members with indirect reporting relationships across multiple geographies.
- Entrepreneurial mindset, and ability to work independently and take initiative under pressure.
- Strong collaboration mindset with ability to work with a group of people with different functional expertise.
- Adaptability to deliver in ambiguous context, flexible, comfortable with changes.
- Efficient analytical skills, attention to details.
- Education: Master's degree (or equivalent) in Business Administration or equivalent
- Languages: Fluency in English is mandatory. Other language is a plus.

We are looking for a dedicated individual with a strategic mindset and a passion for data analytics and its use to improve governance and regular operations. If you possess the skills and experience outlined above, we encourage you to apply and join our dynamic team.

**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. <https://www.novartis.com/careers/benefits-rewards>

**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

Operations

Business Unit

Universal Hierarchy Node

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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## **Assoc. Dir. DDIT IES Operational Excellence & Governance**

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