

Senior ERP Business Process Manager

Job ID
REQ-10044613
Apr 07, 2025
Spain

Summary

We are seeking a Senior ERP Business Process Manager to lead and support ERP system implementations, including changes and new solutions. You will participate in ERP projects, train users, identify improvements, develop promote solutions to maximize the value of our SAP system, ensuring high service levels, cost efficiency, quality, and compliance.

About the Role

Key Responsibilities:

- Understand, elaborate, and implement Order Management & International Trade (OMIT) business processes in the ERP, while facilitating cross-functional alignment and documenting the processes in the form of SOP, Working Instruction and/or Training Materials.
- Ensure compliance with GxP, InControl, and regulatory requirements, and continuously improve relevant processes.
- Specify user requirements for ERP projects and enhancements, participate in user acceptance testing, cutover, migration, hypercare and handover to end user
- Propose process and system improvements in order to enhance business effectiveness and efficiency with a special focus on automation
- Participate and/or lead projects for implementation of new/ modified functionality, SAP modules, interfaces with other IT applications
- Dealing with issues serves as an escalation level for end-users. Provide first level support to users incl. diagnosis and resolution
- Ensure business data consistency by regular monitoring of ERP/SAP application interfaces, batch and print jobs.
- Work as a global community to share ideas and best practices, participate in global/regional initiatives of ERP SCM Domain and represent OMIT. Maintain good working relationship with Super Users of affiliates and sites
- Provide onboarding and trainings to OMIT end-users for topics related to ERP and assigned Business Processes. Maintain relevant training documentation up-to-date
- Maintain knowledge retention of SAP expertise. Knowledge and information share, actively pass on information of new enhancements, issues and their solution. Ensure end-users are timely re- trained.

Essential Requirements:

- Higher education (bachelor's or master's degree) in Supply Chain Management, Business Administration, IT, Industrial Engineering or Science (Chemistry, Pharmacy). Additional SAP trainings

- At least **5 years** of experience in SAP usage as advanced user knowledge and/or Super User experience). End to end leading role (lead for SC process or sub-process area) in ERP projects implementation (including design, functionality definition, blueprint, development, testing, training and go live).
- Project management experience, as project lead. Ideally in cross functional projects and in Healthcare, Consumer Goods, Chemical or another process industry
- Organized, with strong analytical and conceptual skills. Process-oriented, capable of defining and documenting business processes.
- English – fluent written and spoken. Other languages is a plus

Desirable Requirements:

- Effective communicator with strong user orientation and influencing skill
- Intercultural experience and ability to act in a complex, cross-functional and global environment

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Division

Operations

Business Unit

Innovative Medicines

Location

Spain

Site

Barcelona Gran Vía

Company / Legal Entity

ES06 (FCRS = ES006) Novartis Farmacéutica, S.A.

Alternative Location 1

Ljubljana, Slovenia

Functional Area

Technical Operations

Job Type

Full time

Employment Type

Regular

Shift Work

No

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