

# P2P Business Excellence Manager (Temporal 12 months)

Job ID

REQ-10046869

Apr 03, 2025

Mexico

## Summary

The Business Excellence manager leads a team responsible for ensuring efficient and effective management of purchasing processes, troubleshooting various procure through payment processes, vendor management (including relevant third party risk assessment processes), purchase order management trending, troubleshooting and analysis for scientific and operations functions at the Biomedical Research locations.

This position will lead a team of +2 Novartis associates and/or contractors supporting end to end procure through payment processes and support.

This position will be responsible for executing complex purchase troubleshooting in relevant Novartis systems, communication with end users on request status, vendor interface, troubleshooting with internal and external stakeholders as well as maintenance of relevant dashboards around purchase order management and business owner support (interface with partner functions and vendors)

This role will also support financial and procurement through payment processes in coordination with finance business partners and function operations representatives. This position will oversee critical tasks essential for business success.

## About the Role

### Key responsibilities:

- Act as people manager and subject matter experts for specific processes, systems/tools (departmental/cross-departmental), maintains relevant KPIs, dashboards, and overall team management (setting objectives, performance management, people development, etc)
- Monitor KPIs, dashboards, and financial reporting on spend scope.
- Perform quality checks and resolve issues in P&O, Procurement, and Finance. Serve as liaison for financial processes and KPIs. Conduct month-end reporting and accruals with BPA. Work with AP, procurement, and vendor management teams to resolve issues and optimize processes.
- Lead process improvements and knowledge sharing across relevant departments. Interpret and administer policies affecting business operations.
- Manage PO processes: validation, creation, tracking, approvals, and updates. Maintain vendor relationships, updating information and requesting quotes. Monitor complex multisite POs and act as a contact for operations support. Oversee data extraction from SAP, maintaining a centralized database for PO and invoice management. Generate reports on expiring POs, missing invoices, and payment status.

- Engage with global stakeholders and service suppliers to ensure smooth operations. Develop and manage automated communication workflows for outstanding actions. Implement quality governance cycles with regular audits to improve process efficiency.
- Design dashboards to track KPIs like PO closure rates, response times, and invoice processing. Lead projects aimed at enhancing P2P processes and managing system integration. Ensure compliance with policies and regulatory requirements in P2P operations.
- Monitor team performance and recommend improvements for efficiency and effectiveness.
- Serves as single point of contact for operations leads whom are supported. Global interactions within and outside business unit, stakeholders, external partners, and service suppliers. Leads contact with NVS stakeholder responsible for overall operations support within the function.

#### **Main requirements:**

- Degree or Equivalent: Bachelor's degree in Finance, Accounting, Operational Management, Business, or a related field.
- Operational Experience: At least 7-10 years of operational or financial experience. Experience with purchase order management, vendor management, operations support preferred.
- Strong people management skills, including 3rd party / contractors. Demonstrated capability developing people and teams.
- Customer Focus: Strong customer-focused mentality with proficiency in English (both oral and written).
- Technical and Organizational Skills: Excellent technical skills and attention to detail.
- Software Proficiency: Working knowledge of Microsoft Office 365 and SAP/Ariba/Service Now.
- Collaboration: Experience working with support teams/functions
- Strategic Thinking: Ability to understand business priorities.
- Communication Skills: Demonstrated track record in stakeholder engagement, training, and effective presentation skills.
- Ability to work across a multi-functional working environment and/or experience partnering in a global environment across multiple time zones.

*Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.*

**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

Biomedical Research

Business Unit

Pharma Research

Location

Mexico

Site  
INSURGENTES  
Company / Legal Entity  
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.  
Functional Area  
Research & Development  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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## Ajustes de accesibilidad

Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un puesto, envíe un correo electrónico a [tas.mexico@novartis.com](mailto:tas.mexico@novartis.com) y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.

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