

Spec. DDIT ISC Gov Digital

Job ID

REQ-10049131

May 19, 2025

India

Summary

The Specialist Digital Governance Enablement role in the Information Security & Governance (ISG) team, under the Information Security & Compliance (ISC) part of the Data, Digital and IT (DDIT) Office, will be an exciting opportunity for actively engaging in the execution of day-to-day operations as part of the Digital Engagement Governance & Channel Engagement Business Enablement team in Hyderabad implementing a customer centric governance framework. Associates are required to manage day-to-day operational tasks as business analysts for solving moderately complex problems, leveraging and, where needed, adapting existing methods and procedures that requires understanding of the strategic direction set by senior management for achieving the department objectives.

About the Role

Key Responsibilities

- Maintain the digital asset/channel governance registry ensuring business ownership and accountability for each digital asset/channel whilst maintenance through the lifecycle including effective change management; create transparency by building oversight on existing digital assets/channels
- Collaborate with compliance/risks functions (like Patient Safety, Ethics, Risk & Compliance, Legal, Legal Brand Protection, Data Privacy & Artificial Intelligence, Information Security & Compliance, Regulatory Affairs, Quality) to identify and report on deviations (incl. recommended actions) and implement corrective and preventive actions for remediation
- Contribute to engaging Digital Governance Champions to support their business functions to ensure governance while also helping to manage the network of Digital Governance Champions assisting them in their oversight and activities
- Engage and collaborate with Business, partnering with stakeholders to support implementation of governance requirements and enable business digital engagement initiatives in a compliant manner.
- Maintain effective communication channels to optimize the interface between global and local teams to raise awareness on digital governance its related effective implementation
- Support in audits / inspections and remediation of findings (constant readiness). Analyze inspection and audit outcomes on global and country level and ensure global oversight for critical findings
- Lead or participate in cross-functional collaborations at an enterprise level for strategizing and planning quality enhancement projects related to Digital Governance activities and provide ongoing project support and guidance to global teams, regions and countries
- Collaborate as an individual contributor to support the definition of standards and processes required for digital assets/channels portfolio – governance, risk & compliance (governance master process)
- Lead and drive the risk identification and assessment for Novartis' digital engagement activities that need governance oversight to follow the regulatory requirements and all applicable Novartis policies,

procedures, standards and guidelines to maintain compliance throughout their life cycle

- Implement end-to-end process view for digital asset/channel portfolio and identify gaps and areas for improvement/simplification (control framework & control ownership)
- Work with compliance/risks functions (like Patient Safety, Ethics, Risk & Compliance, Legal, Legal Brand Protection, Data Privacy & Artificial Intelligence, Information Security & Compliance, Regulatory Affairs, Quality) at an Enterprise level in support of digital engagement projects to unblock problem statements and accelerate time to market speed
- Engage key stakeholders to seek feedback to support the continuous improvement of the governance end-to-end process (operational excellence) through applying 'by-design' principles, lean management approaches and automation efforts for best-in-class operational excellence
- Implement end-to-end governance process in a fast changing and growing landscape of digital assets/channels/platforms/technologies
- Support translation of business needs to digital governance requirements; support maximizing business value through enabling risk-based governance and addressing bottlenecks
- Leverage and translate learnings for supporting our business functions through awareness & trainings
- Collaborate with key stakeholders to evaluate, understand and support projects to unlock digital activities and innovation within the business

Essential Requirements:

- Graduate / Master's Degree in relevant area (Life Sciences, Information Technology, Pharmaceutical related, Business Administration, Digital Marketing) / MBA
- 5+ years of experience working in social media at an agency or corporate environment OR Equivalent combination of education and experience in a related regulated industry is desired
- Must have reasonably good knowledge of the Internet including following current trends.
- Knowledge and understanding of social media platforms supporting a variety of digital communications i.e. websites, mobile apps etc. i.e. Facebook, Google+, YouTube, Pinterest, Instagram, Twitter, Snapchat, and others
- High level of attention to detail with the ability to multitask with an Enterprise approach to work and problem solving i.e. strong analytical and data - driven thinking.
- Ability to work independently and collectively in a unique virtual environment
- Ability to develop partnerships and collaborate with other business and functional areas
- Ability to interact with integrity and a high level of professionalism at all levels i.e. team members and senior management
- Ability to work and influence successfully within a matrix environment and build effective business partnerships at all levels
- Track record to quality and excellence in service delivery for business impact
- Advanced Microsoft Office Suite skills (Word, Excel, PowerPoint, Outlook and/or MS Project) is a must
- Fluency in English with excellent verbal, written, and interpersonal communication skills
- Associate must be self-motivated with an entrepreneurial mind set.

Desirable requirements

- Some understanding i.e. knowledge/experience with digital marketing, website analytics tools etc.
- Some practical experience in areas of governance, compliance and/or risk consulting
- Strong analytical skills linked with conceptual thinking capabilities to meet quality and compliance standards for performance measurement and risk analysis (KPI's, SLAs, KRIs).
- Ability to focus on delivering to timelines for projects requiring participation of cross-functional/divisional projects

- Experience with Agile project methodologies, Understanding basic concepts of Lean / Six Sigma methodology (Green Belt) and tools, Project and Stakeholder Management i.e. project and time management skills

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.

Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.india@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:

<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

CTS

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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