

# Manager - Vendor Business Office

Job ID  
REQ-10073842  
июл 02, 2026  
Индия  
Available in: English

## Сводка

Reporting to the AD VBO, who manages qualification of clinical activities for assigned vendor categories. Working in a matrix environment, oversee supplier operations, implement qualification strategies, and ensure effective supplier governance. Act as a point of escalation for unresolved supplier issues, support operational management, and lead supplier due diligence within assigned category.

## About the Role

### Activities & Interfaces *How does this role operate within, interact with and impact the organization?*

- Provide risk-based governance and oversight for vendors, ensuring regulatory and quality compliance.
- Support standardization and consistency in service delivery across the organization.
- Lead supplier due diligence activities, overseeing timely qualification and re-qualification requirements globally and locally.
- Ensure quality and completeness of qualification and governance documentation in all relevant systems.
- Maintain and update due diligence documents along with the templates and tools for supplier management.
- Develop supplier management plans with appropriate governance structures, driving process improvement and harmonization to ensure compliance with Novartis policies and procedures.
- Interface with cross-functional teams, providing leadership and direction to drive collaborative initiatives and ensure alignment on supplier management objectives.
- Offer consultation on service and category-specific expertise to internal stakeholders.
- Ensure all the category vendors are inspection and audit ready at all times.

### Leadership Capabilities: *What leadership capabilities are essential for success in this role?*

- Demonstrated strategic skills; organizational knowledge; advanced planning and project management skills, as well as an advanced understanding of business processes.
- Ability to influence without authority & independently.
- Very strong vendor management skills
- Partnering skills with internal and external stakeholders
- Demonstrated leadership capabilities, including the ability to inspire, motivate, and guide cross-functional teams toward shared objectives
- Ability to lead a functional and/or operational team independently
- Advanced degree in science or business with equivalent experience**Languages:** Fluent English, oral and written.

### Experience/Professional requirements:

- 12+ years working experience and excellent knowledge of the clinical operation processes (5+ years in core clinical operations) and vendor management.
- Excellent knowledge of GxP and ICH regulations
- Expert knowledge of clinical trial design and mapping to supplier requirements
- Proven leadership experience in managing teams and driving results
- Thorough and technical understanding of Novartis specifications for supplier provided services
- Demonstrated leadership with supplier relationship management and/or expert knowledge of specific service areas
- Demonstrated partnering across divisions with internal and external stakeholders
- Demonstrated root cause analysis, problem solving, and solution generation skills
- History of successfully working in a cross-functional global team and proven ability to function in matrix structure organization
- Leadership to deliver projects according to required and deliverables
- Excellent influencing and communication skills
- Experience or expertise in one or more of Vendor Management Role accountabilities (e.g. global process ownership, business system owner, SOP & FMR management, global training on supplier related SOPs and processes).

**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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IN10 (FCRS = IN010) Novartis Healthcare Private Limited  
Functional Area  
Research & Development  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No

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