

Manager – Engagement Services & Operations – HCP

Job ID
REQ-10074906
мар 30, 2026
Индия

Сводка

Independently manage deliverables for all categories of external expert engagements, ensuring adherence to compliance requirements and the accurate, timely processing of payments.

About the Role

Job Responsibilities:

- Partner with activity owners to submit external expert engagements in 3EM Engage for compliance review and approval.
- Own end-to-end “submission management” in 3EM Engage for MCAs, SOWs, and individual meetings/events.
- Coordinate with the EEE Operations team to ensure timely onboarding of external experts, activity owners, and line managers.
- Review engagement records in 3EM Engage for completeness, accuracy, and overall quality prior to submission for compliance review.
- Collaborate with the EEE Governance team to address submission-related questions and RFIs; escalate compliance and submission issues as needed.
- Work with the EEE Operations team to support external expert contract drafting and negotiation; escalate legal and contract-related questions as required.
- Monitor contract expiration dates and coordinate renewals/extensions with activity owners and the EEE Operations team.
- Collect and submit evidence of services delivered in Engage and initiate the payment process in line with policy.
- Prepare invoices and share them with external experts for review and approval.
- Track payment status for all submitted invoices and provide timely updates to activity owners.
- Identify and escalate system or process issues to the EEE Operations team and follow through to resolution.
- Conduct quality checks (QC) to ensure adherence to agreed quality standards and KPIs.
- Ensure all activities comply with Novartis specifications, policies, guidelines, and applicable country-specific requirements for external expert engagements.
- Provide regular delivery and status updates to activity owners, the CD Leadership team, and the EEE COE Leadership team.
- Track key deliverables and milestones for external expert engagements and ensure accurate, timely KPI reporting to maintain transparency between CD and the EEE COE.
- Close collaboration with EEE CoE around training alignment, standards and process flows.

Essential for the role:

- University degree in Life Sciences, Business Administration, Law, International Marketing, or Communication.
- Over 5 years' relevant experience in the pharmaceutical industry, with at least 2 years in medical affairs or drug development.
- Proven track record of operational effectiveness or innovation in complex environments.
- Demonstrated leadership skills with project management experience
- Working knowledge of process improvement initiatives, risk/issue management
- Experience in global organisations and cross-functional teams.
- Excellent problem-solving, negotiation, and conflict management skills, with a persuasive and credible presentation style.
- Excellent English language skills, both written and spoken.

Desirable Requirements

- Experience in managing compliance and payments for external expert engagements.
- Strategic thinking and organisational awareness, with knowledge of pharmaceutical healthcare compliance, industry codes, and enterprise systems.

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Дивизион

Development

Business Unit

Development

Место

Индия

Сайт

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Юристы, Интеллектуальная собственность, Compliance

Job Type

Full time

Employment Type

Regular

Shift Work

No

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.

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