

Senior Manager – Engagement Services & Operations – HCP

Job ID
REQ-10074907
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:

- Lead centralised HCP Engagement Operations team, ensuring high-quality execution and consistent support across Clinical Development, Clinical Operations and Development Units.
- Oversee external expert engagement submission and payment in 3EM Engage, ensuring accuracy, compliance, and timely delivery.
- 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>

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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

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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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