

BSI Associate Director, Capabilities & Operations

Job ID
REQ-10076473
апр 28, 2026
Индия

Сводка

Associate Director, Capabilities & Operations
#LI-Hybrid

Location: Hyderabad

About the Role:

The BSI Associate Director, Capabilities & Operations is responsible for driving operational excellence and capability enablement within the BSI IV&A organization, ensuring high-quality, predictable, and scalable delivery of IV&A BSI services across International, Regional, and Country teams. Enable teams to deliver impact by strengthening tools, processes, data infrastructure, governance & resource allocation decisions within BSI organization.

The role acts as the execution and capability engine of Access Excellence, translating strategy, roadmaps, and governance into effective day-to-day operations, standardized ways of working, and sustainable capability development across IV&A organization.

About the Role

Major Accountabilities

Operational Excellence & Service Delivery:

- Lead day-to-day operations of Access Excellence and BSI operational services.
- Lead operational planning cycles e.g. annual budget analytics, resource allocation & prioritization
- Support standardization of core access BSI deliverables based on feedback from key x-functional stakeholders
- Drive efficiency and simplification initiatives in BSI, including collaboration with BSI CLS teams
- Ensure optimal allocation of FTEs within BSI teams and lead analytics to support the same based on portfolio / external environment changes
- Ensure timely, high-quality delivery aligned with SOPs and governance standards.
- Monitor service performance, KPIs, and delivery health, driving corrective actions.

Capability Building & Enablement:

- Support design and implementation of capability frameworks, training programs, onboarding, and upskilling initiatives across access functions in International, Regions & Countries
- Ensure capabilities evolve in line with IV&A roadmap priorities and access complexity.
- Support identification of skill gaps and support targeted learning programs e.g. Value storytelling, building analytics capabilities, payer engagement & price negotiation etc
- Build best practice repositories and playbooks
- Support access excellence organization on deployment with E&E teams in countries

Process Excellence & Standardization:

- Own and continuously improve intake, prioritization, and delivery tracking processes.
- Drive process simplification, automation, and standardization across BSI.

IV&A Roadmap & Governance Execution:

- Translate IV&A and Access Excellence roadmaps into operational plans and deliverables.
- Support governance forums, book of work tracking, and budget/resource planning.
- Lead PMO for IV&A roadmap in close collaboration with BSI project managers for workstream
- Lead tracking and reporting of IV&A roadmap workstreams, budgets, impacts with a standardized KPI framework

People Leadership & Team Development:

- Lead and develop operations and capability leads through coaching and performance management.
- Build managerial capability, succession plans, and an enterprise-first culture.

Continuous Improvement & Transformation:

- Drive continuous improvement initiatives using data, analytics, and automation.
- Contribute to the evolution of the BSI operating model for scalability and resilience.

Requirements:

- Post-graduate degree (Masters or PhD) in relevant discipline (including health economics, epidemiology, health services research, public health, or business management)
- 8–12 years experience in Market Access, Operations, Analytics, or Capability roles.
- Demonstrated experience driving operational excellence, transformation, capability building and process improvement.

- Experience in dashboards, KPIs, Performance management systems
- Proven people-management experience in global, matrixed organizations.
- Demonstrated experience supporting early pipeline and/or BD&L decisions.
- Experience working in global, matrixed organizations.
- Proven leadership (people management and project management)

Commitment to Diversity and Inclusion

Novartis is committed to building an outstanding, inclusive workplace and diverse teams that reflect 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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

Дивизион
 International
 Business Unit
 General Management
 Место
 Индия
 Сайт
 Hyderabad (Office)
 Company / Legal Entity
 IN10 (FCRS = IN010) Novartis Healthcare Private Limited
 Functional Area
 Market Access
 Job Type
 Full time
 Employment Type
 Regular
 Shift Work
 No

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.

Job ID
 REQ-10076473

[Apply to Job](#)

Job ID

REQ-10076473

BSI Associate Director, Capabilities & Operations

[Apply to Job](#)

Source URL: <https://www.novartis.ru/careers/career-search/job/details/req-10076473-bsi-associate-director-capabilities-operations>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. https://www.novartis.com/sites/novartis_com/files/novartis-life-handbook.pdf
3. <mailto:diversityandincl.india@novartis.com>
4. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/BSI-Associate-Director--Capabilities---Operations_REQ-10076473
5. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/BSI-Associate-Director--Capabilities---Operations_REQ-10076473