

US REFS Cluster/Site Head

Job ID
REQ-10077512
май 21, 2026
США

Сводка

Location: #LI-Hybrid

The US REFS Cluster/Site Head is the senior owner of US campus and surrounding cluster sites for a subregion (New England or East). The role envisions and executes the long-term strategic plan for the site and surrounding cluster and is responsible to ensure all aspects of building maintenance (soft & hard services), amenities and fit-for-purpose space utilization suit the business needs. The role has P&L responsibilities and continuously identifies efficiencies in alignment with the needs and strategic direction of an evolving business landscape and in alignment with Novartis global standards. The role represents REFS through close collaboration with customers and key stakeholders at senior levels within the organization

About the Role

Major accountabilities:

- Establish a high-performance operation that meets agreed service levels, drives operational excellence against defined benchmarks in line with global standards. Build and develop talent and drive a continuous improvement mindset at the site. Be accountable for the statutory responsibilities and signing authority for the site operations and represent REFS as the senior site owner and local operational leader.
- Function as the strategic business partner at the site level, managing the relationships between REFS, strategic partners and stakeholders through strategic and proactive demand & supply management.
- P&L accountability forms an integral part of the role. Accountable for overall appearance and operability of the campus. Incumbent is expected to proactively drive change and improvements in overall appearance and operability of the campus, including regularly monitoring and shifting budgeted resources and offerings to meet changing demands of the business.
- Drive superior performance for all real estate & facility services, including focus on pharmaceutical R&D laboratory operations and functions, while ensuring standards are aligned with the overall REFS framework.
- Manage a large on-site external workforce through negotiated contracts (Facility maintenance, grounds, cleaning, food service, etc.). Ensure accountability and service levels are met through routine monitoring of KPI's, service levels and customer feedback.
- Leadership: Set clear objectives for the site in line with REFS vision and prepare budget in line with long-term business plan. Works closely with US REFS Design & Construction Management (DCM) head to closely manage cluster CAPEX projects and to develop and maintain current, campus strategic master plans.
- Works closely with US REFS Head of Real Estate on leased properties to ensure competitive market pricing and that long term space needs are in alignment with lease terminations.
- Develops strategic relationships with Novartis businesses areas (Biomedical Research, Development, US Innovative Medicines, etc.), remains informed and current with the business and understands the needs and converts into footprint strategy.
- Facilitates the development of change management approaches required when introducing changes to work environment, service offerings or amenities to the NVS user groups. Aligns internally and externally across geographies and industry for best practices and trends, especially related to laboratory and office workplace design.
- Responsible for group-wide adherence to all statutory requirements related to buildings, land use, permitting and life safety codes. Participates in inspections and audits as required.
- Understands and operates under Novartis budgetary guidelines and manages expenditures according to budget. Drive culture within organization that retains and develops talent to create a pipeline for organizational growth, as well as one which values diversity and embraces inclusive behaviors.
- Coaches and mentors team members with regards to current performance and future development; stretches individual team members to achieve outside their comfort zone; motivates team to achieve challenging objectives while fostering a high degree of team satisfaction.

Minimum Requirements:

- 10 - 15 years of experience in operations role(s) such as facility or plant management.
- Proven technical ability related to infrastructure, building and laboratory systems.
- Understanding of statutory requirements specifically building codes, life safety, permits and land use
- Knowledge of critical regulations and standards such as GxP, BOMA, Land Use, basic leasing terms, etc. Regulatory knowledge as related to Pharma industry.
- Strong negotiation skills, influencing and persuading.
- Stakeholder management with an ability to present to, interact and persuade senior business leaders.
- Ability to develop and maintain partnerships with internal as well as external organizations to achieve goals.
- Proven success in a collaborative environment, ability to excel in cross-functional teams with multiple stake holders.
- Real estate and asset management
- Financial management

Novartis Compensation Summary:

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors.

Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards.

US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

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 \(PDF 30 MB\)](#)

EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status.

Accessibility & Reasonable Accommodations

The Novartis Group of Companies are 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 application process, or to perform the essential functions of a position, please send an e-mail to us.reasonableaccommodations@novartis.com or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Дивизион

Operations

Business Unit

Administration & Facility

Место

США

Состояние

Massachusetts

Сайт

Cambridge (USA)

Company / Legal Entity

U061 (FCRS = US002) Novartis Services, Inc.

Functional Area

Административные функции

Job Type

Full time

Employment Type

Regular

Shift Work

No

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