

# Senior Manager - Field Operations

Job ID  
REQ-10077606  
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Индия

## Сводка

The Senior Manager, Field Operations is accountable for Field Operations delivery across all international markets. This role combines functional leadership with people management, focusing on building high-performing teams and delivering consistent, high-quality outcomes for International, Regional, and Country (I-R-C) stakeholders. The role requires deep expertise in at least one Field Operations capability—Incentive Compensation (IC) Design, IC Operations, or Call Planning & Alignment—along with a strong understanding of end-to-end commercial operations. The incumbent will champion operational excellence, continuous improvement, quality assurance, and technology-driven innovation while fostering a culture of accountability, collaboration, and capability development.

## About the Role

### Key Responsibilities:

#### 1. Stakeholder Engagement & Delivery

- Act as the single point of accountability for Field Operations deliverables for I-R-C stakeholders.
- Lead end-to-end execution, governance, and optimization of Field Operations processes in alignment with enterprise guidelines.
- Establish and maintain robust quality assurance frameworks and ensure consistent adherence.
- Communicate project plans, dependencies, risks, and outcomes in a timely and transparent manner.
- Deliver actionable insights to stakeholders and ensure effective follow-through.

#### 2. Capability Building & Thought Leadership

- Provide thought leadership for International markets in at least one Field Operations capability (IC Design, IC Operations, or Call Planning & Alignment).
- Stay current with industry best practices and proactively embed them into operational delivery.
- Ensure International guidelines are regularly reviewed, refreshed, and communicated.
- Evaluate and adopt relevant technologies and platforms

#### 3. Operational Excellence & Compliance

- Lead cycle review meetings and retrospectives with key stakeholders to drive continuous improvement.
- Maintain end-to-end process maps with clear ownership and accountability.
- Identify and execute opportunities for process optimization, standardization, and automation.
- Ensure full compliance with internal controls, governance, and audit requirements, particularly for Incentives processes.

#### 4. Strategic & Cross-Functional Collaboration

- Partner closely with Execution Excellence teams in regions and countries, and with Field Performance Management teams at headquarters.
- Provide high-quality data, insights, and advisory support for global initiatives.
- Contribute to and support broader field transformation and change initiatives.

#### 5. Talent & People Development

- Lead and develop a team of 5–7 associates
- Build a high-performance culture grounded in trust, accountability, and psychological safety, aligned with company values and behaviors.
- Identify capability gaps and address them through targeted coaching, mentoring, and training initiatives.

### Functional Skills & Knowledge

- Sales Force Effectiveness (SFE) expertise
- Strong business partnering and strategic planning capabilities
- Data-driven decision making and analytical mindset
- Digital and platform fluency
- Program and project management
- Team leadership and capability development
- Effective communication and influencing skills
- Governance, risk, and compliance management

### Essential Requirements:

#### Strategic & Technical Expertise

- 8+ years of experience in commercial operations within the life sciences or pharmaceutical industry.
- Minimum 4 years of experience leading Field Operations delivery in a large pharmaceutical organization.
- Working knowledge of commercial sales and prescription (Rx) data.
- Proven experience shaping and executing cross-functional enablement strategies in complex, matrixed global environments.

#### Leadership & Oversight

- Demonstrated success in leading delivery-focused, high-performing teams.

- Strong experience in operational governance, excellence, and innovation.
- Ability to influence and collaborate effectively with senior stakeholders across functions and geographies.

#### Program & Change Management

- Solid background in program and project management, including transformation initiatives.
- Proven ability to scale operations while maintaining high quality and efficiency.

#### Technology & Innovation

- High learning agility with demonstrated adoption of new technologies.
- Familiarity with Sales Performance Management (SPM) platforms.
- Experience contributing to or leading AI-enabled initiatives.

#### Location & Work Model

- Hyderabad – NKC
- Hybrid work model; minimum 12 days per month in the office

#### Desirable Requirements:

- Minimum tenure of 24 months in current role

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Дивизион

International

Business Unit

Marketing

Место

Индия

Сайт

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Маркетинг

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](mailto: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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