

Director, Site Operations and External Partner Management

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Сводка

The Director, Site Operational Excellence & External Partner Management leads the integration of Operational Excellence, Site and Global Operations, and global External Partner Management (EPM) to deliver high-quality, compliant, and cost-effective solutions across internal and external networks.

This role drives site productivity and site and global operations, externalization strategy, and partnership governance, ensuring alignment with ARD/TRD global priorities, regulatory standards, and portfolio delivery objectives.

About the Role

Key Accountabilities

Operational Excellence & Site Performance

- Define and execute site OpEx strategy aligned with ARD/TRD global objectives
- Drive continuous improvement (Lean, data analytics, digital enablement) to enhance productivity and reduce cycle times
- Establish performance management systems (KPIs, dashboards, governance reviews)

Technical Operations Leadership

- Provide strategic oversight of technical operations, analytical infrastructure, and service delivery (including instruments, samples, engineering, procurement, shipment)
- Ensure lifecycle management, reliability, and scalability of analytical capabilities
- Build sustainable technical capabilities and future-ready operations

External Partner Management (EPM) & Network Strategy

- Lead ARD externalization strategy, including partner selection, onboarding, and governance
- Drive performance management of external partners through structured reviews and KPIs
- Ensure seamless integration of external partners into project delivery frameworks
- Optimize global partner network for cost, quality, and speed

Quality, Compliance & Risk Management

- Ensure compliance with GMP, CFR 21, and Novartis quality standards across internal and external operations
- Accountable for QMS, audits, deviations, and inspection readiness
- Lead risk management for external partners and operational processes

Financial Stewardship & Value Delivery

- Accountable for site Capex/Opex and external spend optimization
- Drive value creation through strategic sourcing and make-vs-buy decisions
- Enable cost competitiveness while maintaining quality and timelines

Leadership & Organizational Impact

- Lead and develop high-performing teams across operations and EPM
- Foster a culture of accountability, collaboration, and continuous improvement
- Act as a key member of Global ARD LT
- Influence global stakeholders and drive enterprise-wide alignment

Minimum Requirement

- Advanced degree (PhD / MSc) in Pharmaceutical Sciences, Chemistry, or related field
- 18 - 20 years of extensive experience in R&D / Technical Operations with strategic mindset
- Proven leadership in Operational Excellence and continuous improvement
- Significant experience managing external partners (CMOs/CROs)
- Strong understanding of GMP/QMS and regulatory frameworks
- Demonstrated success in leading global, cross-functional teams
- Experience in managing lab operations setup.

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<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
Research & Development
Job Type
Full time
Employment Type
Regular
Shift Work
No

Accessibility and accommodation

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