

Senior Manager - CE compliance & Field Inquiries

Job ID
REQ-10087243
сен 08, 2026
Индия

Сводка

- Explore, develop, implement and evaluate Digital innovation solutions that address customer needs. Co-create with key stakeholders to build partnerships and collaborations.
- Leads the delivery of multiple projects across a variety of creative and marketing channels, including print and digital media. Develop and coordinate project plans across the design, development and production stages of a project to support the successful delivery within set KPI's.
- Works in collaboration with brand teams, technical teams and all functions to maximize value.
- Provides consultancy, advice and assistance on strategy for commercialization of products, and influence marketing/Marketing Sales Operation team through delivery of proven analytics based projects.
- Provide analytics support to Novartis internal customers

About the Role

Senior Manager - CE compliance & Field Inquiries

Location – Hyderabad #LI Hybrid

Major Accountabilities:

- **Operations and Quality:** Oversee audit queues in Concur to ensure reports are reviewed within agreed SLAs, with clear documentation of findings and rationale for approvals/rejections and daily FIS ticket queue, ensuring timely triage, assignment, resolution, and closure.
- **Creative Consulting:** Serve as a creative consultant, translating stakeholder needs into tangible, innovative learning solutions. You'll be a true partner, able to envision and articulate what success looks like for every ask
- **Strategic Execution:** Be a strategic thinker and executor, driving initiatives from concept to launch and ensuring flawless execution. Act as the first line of support for sales and business teams to clarify inaccurate or incomplete entries
- **Stakeholder Partnership:** Build strong partnerships with key stakeholders, fostering collaboration and trust to deliver best-in-class learning experiences
- **Project Management & Impact:** Demonstrate strong project management skills, coordinating boards and cross-functional teams to drive measurable impact
- **Technological Adaptability:** Demonstrated ability to quickly learn and integrate emerging technologies into solutions, ensuring continuous innovation and relevance
- **Knowledge Management & Process Control:** Identify gaps in article coverage and collaborate with SMEs to enhance content, decision trees, and troubleshooting guidelines. Ensure team members follow standardized workflows and documentation protocols.
- **People Leadership:** Lead, coach, and develop a team. Conduct quality audits, calibrations, and feedback sessions to ensure consistency and accuracy. Manage staffing, performance reviews, training plans, and knowledge-upskilling initiatives.

Educational Requirement:

- Bachelor's degree in business, technology, life sciences, engineering, or a related field is required; MBA or relevant master's degree preferred.

Minimum Experience:

- 6–8 years' experience in operations, service delivery, or ticketing environments.
- Experience with ServiceNow/SNOW or inquiry management systems preferred.
- Familiarity with SAP Concur or similar expense management tools or experience in a compliance or audit-related role
- Strong problem-solving, communication, and stakeholder-management skills.
- Proficiency in Microsoft Excel, BI Reporting for data handling and reporting
- Willingness to learn and adapt in a dynamic, team-oriented environment

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
US
Business Unit
General Management
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 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-10087243

Senior Manager - CE compliance & Field Inquiries

[Apply to Job](#)
Job ID
REQ-10087243

Senior Manager - CE compliance & Field Inquiries

[Apply to Job](#)

Source URL: <https://www.novartis.ru/careers/career-search/job/details/req-10087243-senior-manager-ce-compliance-field-inquiries>

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/Senior-Manager---CE-compliance---Field-Inquiries_REQ-10087243
5. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/Senior-Manager---CE-compliance---Field-Inquiries_REQ-10087243