

Associate Director, Medical Information & Engagement

Job ID
REQ-10088951
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Индия

Сводка

This role is responsible for the leadership and management of the MI&E team(s) in the NoCC Site . This role holds accountability for the MI&E team delivering high quality, scientifically accurate, compliant, & timely response to requests for information from Healthcare Professionals (HCPs).

About the Role

Associate Director, Medical Information & Engagement

Location – Hyderabad #LI Hybrid

Major Accountabilities:

- Co-lead the development and implementation of standards to ensure quality, accuracy, and compliance with industry standards, codes of practice, and USMA Medical Information and Engagement guidelines.
- Serve as the designated business contact for MI&E systems in alignment with the USMA MI&E team, ensuring effective coordination and operational continuity.
- Lead and manage the MI&E team, including talent acquisition, retention, performance management, skills development, and day-to-day leadership of high-performing associates.
- Allocate MI&E resources effectively to meet business needs, ensure operational and functional excellence, and promote best practice sharing across teams.
- Maintain high-quality, scientifically accurate, and consistent responses to HCP inquiries, ensuring timely delivery against predefined KPIs.
- Ensure adherence to US regulatory, pharmacovigilance, legal, industry code, and internal compliance requirements, while maintaining inspection and audit readiness.
- Co-develop, monitor, and manage performance metrics and KPIs to optimize quality, productivity, compliance, and continuous improvement across the team.
- Engage proactively with stakeholders and functional Medical Inquiry teams in the US and Mexico to manage expectations, identify operational improvements, resolve issues, and support AI, automation, and emerging technology opportunities.

Educational Requirement:

Minimum: Degree in a healthcare field required

Preferred: Advanced degree (PhD, PharmD, MD) in life science/healthcare

Minimum Experience:

- 5–7 years' experience in a Medical Information/Communications role specifically in the Pharmaceutical Industry (or a related Medical Affairs role with significant MI responsibility in the Pharmaceutical Industry)
- Past successes in leading a MI team responsible for US specific deliverables. Product and disease area knowledge in Novartis therapeutic areas.
- Strong knowledge of good practices in medical enquiry management, medical information writing, and medical content review
- Experience in managing MI content requests across multiple therapeutic areas. Demonstrated ability to recruit, develop, and retain people. Demonstrated influencing and leadership skills in a matrix organization

Preferred Requirements:

- Strong comprehension of US language, terminology, culture, and ability to interpret information
- Prior experience and knowledge of Medical Affairs
- Strong understanding of the US Marketplace, US Healthcare Policy and Regulations, and US Healthcare Landscape
- Ability and willingness to travel internationally, up to 30%
- Willingness to work and be available during US business hours (up to 8:00 p.m. IST or 10:30 a.m. EST), schedule coordination in advance to ensure US Holiday coverage, and on call for critical matters, based on business needs.

Leadership skills

- Demonstrates excellent verbal, written and presentation skills
- Anticipates and brings about change as needed; communicates change in a way that supports buy-in and long-term success
- Problem solving, independently moderate conflicts with significant complexity and political sensitivity and influence senior management decisions
- Is sought out for advice and counsel; has proven credibility and cross-functional success
- Sets clear direction and priorities, mentors and coaches staff for improved performance
- Conveys credibility and maintains positive, professional image both internally and externally
- Demonstrates ability and willingness to assume a leadership/mentor role within the team

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>

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Дивизион
US
Business Unit
Finance
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

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.

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