Director, Analytics Excellence & Governance

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Сводка

The AIDE organization enables Insights & Analytics to create an optimal decision environment for the US business by integrating insights and analytics across therapeutic areas, functions, and the enterprise.

The Director, Analytics Excellence and Governance will lead the execution, governance, and continuous evolution of the enterprise analytics capability strategy across Decision Intelligence & Analytics. The role will translate enterprise direction into integrated capability roadmaps, investment priorities, governance frameworks, operating models, and measurable outcomes across patient, customer, field intelligence, analytics modernization, and portfolio management.

Serving as the AIDE counterpart to the ED, AEG in East Hanover, the role will co-own the enterprise analytics capability ecosystem and act as the AIDE business owner for field-orchestration analytics. This includes providing strategic direction, executive governance, investment oversight, and SteerCo leadership for analytics, insights, measurement, and decision-support capabilities that enable coordinated field decisions and execution.

The role will also partner with SPT on analytics products, platforms, AI solutions, CRM capabilities, and data-enabled decision support, while governing a globally integrated US-HYD capability model through common standards, aligned priorities, shared accountability, and scalable operating practices.

About the Role

Director, Analytics Excellence & Governance

Location – Hyderabad #LI Hybrid

Major Accountabilities:

Enterprise Capability Strategy & Roadmap

- Translate enterprise analytics strategy into integrated capability priorities, investments, roadmaps, and operating plans.
- Ensure alignment across patient, customer, field, decision intelligence, modernization, data, AI, and technology priorities.
- Design integrated capability roadmaps, resolving cross-capability gaps, overlaps, dependencies, and priorities.
- Continuously evolve the portfolio based on business needs, outcomes, and emerging capabilities.

Integrated Capability Architecture

- Establish the business capability architecture connecting intelligence, analytics, decision support, workflows, measurement, and execution.
- Define capability boundaries, ownership, decision rights, and operating-model expectations.
- Ensure analytics domains operate as an integrated ecosystem, promoting scalability, reuse, interoperability, and consistency across brands and therapeutic areas.

Enterprise Governance & Standards

- Establish and drive enterprise analytics governance, executive review mechanisms, decision rights, and operating principles across AIDE.
- Set standards for definitions, methodologies, quality, information stewardship, privacy, compliance, risk, and responsible AI, while holding capability leaders accountable for domain governance, lifecycle management, and adoption.

SPT Partnership

- Serve as the AIDE counterpart to SPT for analytics products, data capabilities, AI solutions, CRM analytics, and field-orchestration enablement, ensuring capability needs translate into coherent product, data, AI, and technology plans.
- Enable joint governance across roadmaps, investments, capacity, dependencies, issue escalation, and value realization, while resolving key business-to-technology trade-offs and maintaining clear ownership boundaries.

Analytics Modernization & Operating Model Transformation

- Set the enterprise direction for analytics modernization, productivity, process re-engineering, and human-plus-agent ways of working, including responsible AI-enabled workflows, reusable patterns, human oversight, and measurable productivity improvements.
- Drive elimination of fragmented, duplicative, manual, and obsolete analytics processes while holding AIDE leaders accountable for adoption, quality improvement, capacity release, and realized value.

Global Capability Operating Model

- Help govern the globally integrated operating model across EH and HYD capability teams, establishing expectations for decision rights, shared accountability, governance, workforce planning, and delivery collaboration.
- Partner with AIDE leadership on capability roadmaps, capacity, talent priorities, and operating-model evolution, while driving adoption of common standards, methodologies, reusable assets, and scalable delivery practices.
- Foster a One-Team culture grounded in transparency, trust, knowledge sharing, capability development, and shared outcomes.

Field-Orchestration Analytics Capability Leadership

- Provide executive oversight and enterprise governance for analytics and insights capabilities supporting field orchestration, including investment guardrails for field intelligence capabilities.
- Sponsor integrated planning with AIDE Commercial I&A, capability leaders, and SPT, ensuring clear decision rights across business strategy, analytics requirements, decisioning capabilities, and technology ownership.

Enterprise Portfolio Oversight

- Establish portfolio governance, investment criteria, prioritization principles, and capacity guardrails, approving cross-capability priorities, material resource trade-offs, and major roadmap decisions within delegated authority.
- Review performance against strategic imperatives, roadmaps, investments, productivity objectives, capacity plans, risks, and value commitments, while resolving portfolio conflicts and cross-domain dependencies.
- Hold capability leaders accountable for delivery against approved priorities and outcomes.

Minimum Requirements:

Education: Bachelor's degree required. Advanced degree in Business, Analytics, Data Science, Engineering, Life Sciences, Public Health, or a related field not mandatory but preferred.

- 12+ years of leadership experience in analytics, insights, decision intelligence, commercial strategy, capability management, or business transformation.
- Proven success translating enterprise strategy into integrated analytics or decision-intelligence capability roadmaps and measurable outcomes.
- Experience establishing governance, operating models, decision rights, portfolio practices, and value-realization frameworks.
- Experience leading analytics modernization, automation, AI adoption, process transformation, or operating-model change.
- Demonstrated ability to translate business priorities into integrated analytics, data, AI, product, and technology plans.
- Strong track record partnering with senior business and technology leaders in complex matrix organizations.
- Experience with commercial analytics, field effectiveness, CRM-enabled capabilities, customer engagement, or field-orchestration analytics.
- Experience leading and developing senior talent and globally distributed teams.

Preferred Requirements:

- Experience in pharmaceutical, biotechnology, life sciences, or healthcare, with strong understanding of pharmaceutical commercial and customer-engagement models.
- Experience serving as an executive business owner or sponsor for enterprise analytics, digital, AI, CRM, customer-engagement, or field-orchestration capabilities.
- Exposure to AI-enabled analytics, intelligent automation, decision intelligence, next-best-action, human-plus-agent operating models, and Insights-to-Action interfaces.
- Proven experience leading enterprise transformation, capability adoption, product management, agile delivery, enterprise architecture, and capability-management initiatives.
- Strong executive storytelling, strategic facilitation, and senior stakeholder engagement skills.

Leadership skills:

- Lead, inspire, and develop a high-performing team through Associate Director and SM leaders, with clear accountability for value creation, strategic decision-making, business impact, and delivery quality.
- Own end-to-end talent and capability planning, including hiring, onboarding, coaching, performance management, succession, career development, engagement, and retention, while building the team's strategic consulting and executive advisory capabilities.
- Align business, analytics, data, AI, technology, and global delivery teams; resolve ambiguity, conflicts, and dependencies across capabilities; and ensure disciplined execution against strategic priorities and measurable outcomes.
- Foster a culture of collaboration, constructive challenge, innovation, inclusion, continuous improvement, and accountability across Hyderabad and cross-functional teams, while supporting I&A and AIDE leadership on talent priorities, operations, capability planning, and site-level initiatives.

Success Measurements:

- Capability roadmaps, investments, and operating plans are aligned with enterprise strategy, governed through clear ownership and decision rights, and delivered against measurable outcomes.
- Field-orchestration analytics strategy, investments, and governance remain aligned across Commercial I&A, field functions, SPT, and capability owners, with timely resolution of key risks, issues, and dependencies.
- Enterprise standards, governance frameworks, and reusable assets are consistently adopted across capability domains, enabling modernization benefits across productivity, quality, scalability, cycle time, and capacity.
- US and HYD teams demonstrate shared ownership, common operating practices, and effective delivery, with capability leaders accountable for approved roadmaps, adoption commitments, and value outcomes.

Skills:

- Enterprise analytics and capability strategy execution
- Integrated business capability architecture

- Executive governance and decision-right design
- Enterprise portfolio and investment oversight
- Business-to-product translation
- Analytics modernization and operating-model transformation
- Field-orchestration analytics and decision-support capabilities
- Executive communication, influence, and conflict resolution
- Global operating-model leadership
- Responsible AI, data governance, privacy, and risk management
- Talent and succession leadership

Location: Hyderabad NKC | Hybrid | 3 days a week in office is mandatory.

Direct Reports: Associate Director and Senior Manager level leaders across Intelligence Strategy & Governance team with influence to broader AIDE leadership and talent .

Impact on the Organization:
Enterprise-wide impact through capability strategy execution, governance, business architecture, investment oversight, modernization, and global operating-model leadership. Shapes how analytics and intelligence are translated into scalable decision-support capabilities that improve customer, patient, field, and business outcomes.

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)

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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.

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