NOVARTIS

Manager, Portfolio Performance & Process Excellence

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Индия

Сводка

The Manager, Portfolio Performance & Process Excellence is responsible for driving operational excellence, portfolio performance management, and operating model effectiveness across Access Excellence. The role focuses on optimizing ways of working, portfolio governance, resource planning, workforce analytics, and performance management to improve organizational effectiveness and execution. The incumbent partners with leadership and cross-functional stakeholders to establish scalable processes, enhance delivery performance, and provide data-driven insights that support strategic decision-making and business outcomes.

About the Role

Role Purpose

Lead process excellence, portfolio performance, and resource management initiatives to enhance organizational effectiveness, optimize resource utilization, strengthen governance, and enable scalable business operations across Access Excellence.

Key Responsibilities

Process Excellence & Operating Model

- Define and improve ways of working to drive collaboration, efficiency, and consistent execution.
- Support the evolution of the operating model to align with business priorities and future needs.
- Drive process simplification, standardization, and automation to enhance operational effectiveness.
- Manage governance, demand intake, and prioritization processes to support effective portfolio execution.

Portfolio Performance Management

- Monitor portfolio performance, delivery health, risks, and outcomes across initiatives.
- Maintain portfolio governance, reporting, and performance dashboards to provide leadership visibility.
- Support portfolio planning, prioritization, and decision-making through data-driven insights.

Resource Planning & Workforce Management

- Lead resource planning and capacity management to support business priorities and delivery objectives.
- Optimize resource allocation through workforce analytics, forecasting, and utilization insights.
- Partner with stakeholders to align resource demand, capabilities, and delivery requirements.

Performance Management & Governance

- Establish and monitor KPIs, scorecards, and performance measures to assess organizational effectiveness.
- Drive governance reviews and operational reporting to support transparency and informed decision-making.
- Monitor operational health and execution performance, driving continuous improvement where required.
- Support strategic initiatives and transformation programs through effective governance and performance management.

Essential Requirements:

- Portfolio delivery performance and execution effectiveness.
- Resource utilization, capacity optimization, and workforce planning effectiveness.
- Adoption of standardized processes, governance frameworks, and operating model improvements.
- Process efficiency, simplification, and automation outcomes.
- Demand intake, prioritization, and Book of Work management effectiveness.
- Delivery health, risk mitigation, and issue resolution performance.
- Quality and timeliness of portfolio, resource, and operational reporting.
- Stakeholder satisfaction and business partnership effectiveness.
- Achievement of operational excellence and continuous improvement objectives.

Education

- Masters in Life Sciences, Healthcare Management, Engineering, Operations Management, or a related discipline.
- Master’s degree or professional certifications in Project Management, Lean Six Sigma, Agile, Process Excellence, or Operational Excellence preferred.

Languages

- Fluent in English (written and spoken).

Desirable Requirements:

- 7-10 years of experience in Business Operations, Portfolio Management, Resource Management, Process Excellence, Operational Excellence, Strategy & Operations, or related functions.
- Proven experience driving process improvement, operating model enhancement, and organizational effectiveness initiatives.

- Experience managing portfolio planning, Book of Work governance, demand intake, prioritization, and performance reporting processes.
- Strong analytical capabilities with experience developing KPIs, dashboards, workforce analytics, and management reporting.
- Experience supporting resource planning, capacity management, and workforce optimization activities.
- Demonstrated ability to identify operational inefficiencies and implement scalable solutions through process standardization and automation.
- Proven ability to collaborate with cross-functional stakeholders and influence decisions within a matrix organization.
- Experience leading or supporting complex programs, transformation initiatives, and performance governance processes.
- Strong communication, stakeholder management, and problem-solving skills.
- Pharmaceutical, healthcare, life sciences, consulting, global business services, or capability center experience preferred.

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Business Unit
Marketing
Место
Индия
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Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited
Functional Area
Market Access
Job Type
Full time
Employment Type
Regular
Shift Work
No

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