

# Associate Director DDIT EXP Operational Excellence & Planning

Job ID

REQ-10078514

май 22, 2026

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## Сводка

Location: Prague, Czech Republic #LI-Hybrid

Internal job title: Associate Director DDIT EXP Operational Excellence & Planning

This role is based in Prague. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

About the Role:

The Associate Director DDIT EXP Operational Excellence & Planning supports the implementation and continuous improvement of the DDIT operating model within the Experience & Adoption function. This role ensures core operational processes run smoothly across the function and drives pragmatic improvements across planning, productivity, and execution for small to medium-sized teams. The role operates with significant autonomy within the function and partners closely with Finance, P&O, Procurement, and DDIT governance communities.

## About the Role

### Key Responsibilities:

- **Operational Excellence and Operating Model Execution:** Drive adoption of standard operational processes, tools, and governance aligned to the DDIT operating model and identify improvement opportunities and lead continuous improvement initiatives across operational workflows.
- **Portfolio, Demand and Capacity Planning:** Support development and maintenance of function portfolio and demand plans while establishing reliable capacity and resource views, partnering with delivery and people leads to enable prioritization.
- **Financial Planning and Performance Management:** Coordinate budget, forecasting, and financial reporting activities for the function, ensuring accuracy and timeliness. Track and report operational targets and key metrics, highlighting risks and proposing mitigations.
- **Cross-Functional Coordination:** Act as a key point of contact for OPX and Planning topics within the function and coordinate cross-functional initiatives. Also contribute to broader OPX and Planning community initiatives to enable standardization and cost efficiency.
- **Change Management:** Support change management for new processes, tools, and ways of working.
- **Operational Cadence and Leadership Enablement:** Own the function-wide engagement rhythm, including planning and orchestration of town halls and other related function activities. Prepare executive-ready slide decks for operational reviews, budgeting and forecasting milestones, quarterly business updates, and change initiatives; ensure consistency of messaging, visuals, and data integrity

### Essential Requirements:

- University Degree in IT related professional education (e.g. MSc in Computer Science) OR business/administration professional education (e.g. MBA)
- Experience of 7+ years in working in global matrix organizations in Digital/IT domain, showcasing a strong ability

- building relationships and engage in interactions with senior management effectively driving strategy development.
- Digital and technology savvy and comfortable with operational tooling, with ability to leverage digital tools and automation to streamline planning, reporting, and operational workflows while improving transparency and productivity.
  - Working knowledge of governance, risk, and compliance expectations, with experience applying relevant governance and control requirements to operational processes, proactively identifying gaps and ensuring appropriate evidence and remediation.
  - Experience in process improvement and process excellence
  - Proven track record delivering global solutions at scale, collaborating across boundaries and influencing without authority.
  - Proficiency in Financial Management is essential to ensuring operational decisions align with corporate priorities and enable sustainable business impact.
  - Excellent communication and presentation skills in English (both written and verbal)
  - Strong stakeholder management and engagement skills, with ability to influence and drive outcomes without direct authority;

**Desirable requirements:**

- Proficiency in additional languages other than English is an advantage

**Commitment to Diversity & Inclusion:**

*We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.*

**You'll receive (CZ only):**

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program – choice of benefits from Benefit Plus Cafeteria in the amount of 1,500 CZK per year; Meal vouchers in amount of 105 CZK for each working day (full tax covered by company); Car Allowance; MultiSport Card. Find out more about Novartis Business Services: <https://www.novartis.cz/>

**Why Novartis?**

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here:

<https://www.novartis.com/about/strategy/people-and-culture>

**Join our Novartis Network:** If this role is not suitable to your experience or career goals but you wish to stay connected to learn more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>

**Accessibility and accommodation:**

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

**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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Company / Legal Entity  
CZ02 (FCRS = CZ002) Novartis s.r.o.  
Alternative Location 1  
Barcelona Gran Vía, Испания  
Functional Area  
Technology Transformation  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
Job ID  
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