

## Delivery Excellence Lead

Job ID  
REQ-10015001

9月 27, 2024

India

### 摘要

This role leads the optimization of the Medical Communications group operations across the NOCCs. Lead & manages the central delivery excellence teams, namely copy editing, design, delivery operations and others as assigned. Leads & manages major programs & projects related to developing and improving the service quality, strategy, footprint and operating model optimization, new service initiatives (with Solutions Development), and continuous improvement initiatives and/or operations. Co-leads Medical Communications governance boards, including key internal meetings, talent reviews and demand capacity meetings. Supports the Global Head Medical Communications & teams in the development of proposals; co-leads the development of capability decks and presentations at site/others. Manages and maintains a knowledge bank of Medical Communications capability presentations and responses to solution requests. Works with the Medical Communications Leadership to identify innovations/new offerings and supports translation of these into new services. Supports the adoption of new service offerings. Drives integrated, end-to-end demand, service now and reconciliation management.

## About the Role

### Delivery Excellence Lead

Location - Hyderabad #LI Hybrid

#### About the Role:

This role leads the optimization of the Medical Communications group operations across the NOCCs. Lead & manages the central delivery excellence teams, namely copy editing, design, delivery operations and others as assigned. Leads & manages major programs & projects related to developing and improving the service quality, strategy, footprint and operating model optimization, new service initiatives (with Solutions Development), and continuous improvement initiatives and/or operations. Co-leads Medical Communications governance boards, including key internal meetings, talent reviews and demand capacity meetings. Supports the Global Head Medical Communications & teams in the development of proposals; co-leads the development of capability decks and presentations at site/others. Manages and maintains a knowledge bank of Medical Communications capability presentations and responses to solution requests. Works with the Medical Communications Leadership to identify innovations/new offerings and supports translation of these into new services. Supports the adoption of new service offerings. Drives integrated, end-to-end demand, service now and reconciliation management.

#### Key responsibilities:

- Responsible to translates strategies and objectives, programs into implementation work plans and activities, and provides leadership and operational management of individual key strategic initiatives and process improvement projects.
- Tracks and monitors performance KPIs/metrics aligned to the strategy in order to highlight deficiencies and gaps in a timely manner.
- Leads analysis, tracks, & monitors performance KPIs/metrics aligned to the strategy in order to highlight deficiencies and gaps in a timely manner and identify areas for improvement with the Medical Communications Leadership.
- Supports the Global Head of Medical Communications with increasing level of service adoption aligned to existing and new business colleagues - creates and maintains up to date 'creds' decks with case studies of medical communications capabilities, organizes for capability showcase with visitors and colleagues, works with teams to identify appropriate attendees.
- Leads resource planning yearly, and chairs dynamic resource planning meetings. Works to develop and refine resourcing models for medical communications.
- Lead the team of copy editors, designers and project manager setting clear direction and priorities for central support and assigned medcomms program management, mentor and coach associates for improved performance.
- Responsible for the development and implementation of Copy Editing, Design and specifically project & program management strategies and learning programs to ensure highest standards of knowledge, skills and capabilities are achieved and sustained for E2E congress & MedComms program management.
- Leads resource planning yearly, and chairs dynamic resource planning meetings. Works to

develop and refine resourcing models for medical communications.

### 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.

### Role Requirements:

- 10+ years 'experience in project, program, operations management either in the pharmaceutical industry and/or medical communications agencies.
- Proven track record in Customer Delivery environments.
- Strong financial and business acumen.
- Demonstrated success in resource (budget and headcount) planning and management.
- Superior people management skills with demonstrated positive leadership, innovative, and collaborative behaviors.

### Desirable Requirements:

- Lean Six Sigma Black Belt; MBA; Experience working with global organizations.
- Excellent Project Management skills.

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### Commitment to Diversity and Inclusion:

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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部门

Operations

Business Unit

CTS

地点

India

站点

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

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