

KM Process Manager

Job ID
REQ-10042309

3月 12, 2025

India

摘要

Leading the implementation and governance of new process in sync with the existing Knowledge Management solutions, aligning them with business goals, establishing performance metrics, managing stakeholder relationships, and driving continuous improvement initiatives. The focus is on enhancing operational efficiency, optimizing knowledge and content management, and promoting organizational growth through process enhancement and collaboration with project teams.

About the Role

Senior Knowledge Management Specialist - Process Manager

Location - Hyderabad #LI Hybrid

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Leading the implementation and governance of new process in sync with the existing Knowledge Management solutions, aligning them with business goals, establishing performance metrics, managing stakeholder relationships, and driving continuous improvement initiatives. The focus is on enhancing operational efficiency, optimizing knowledge and content management, and promoting organizational growth through process enhancement and collaboration with project teams.

Key Responsibilities:

- Understand and drive newly established processes, creating comprehensive documentation.
- Oversee the implementation and governance of new procedures.
- Collaborate with project teams to ensure processes are aligned with business goals.
- Establish process performance metrics, monitor key indicators, and provide regular updates to senior management.
- Proactively identify process and governance risks, dependencies, roadblocks and inefficiencies and take ownership to drive resolutions directly with stakeholders.
- Possess basic knowledge of Knowledge Management and Content Management.
- Understand the organization of knowledge content within solutions, such as knowledge pages, zones, menus, and taxonomies.
- Commit to learning about data privacy, legal, ethics, risk, and compliance requirements related to content and supporting stakeholders in adhering to these requirements within KM solutions.
- Develop and implement strategies for process improvement that enhance operational efficiency.

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.

Essential Requirements:

- 11+ years of experience with business consulting, knowledge management, content management, or related in a consulting, corporate or enterprise environment.
- Possess basic knowledge of Knowledge Management and Content Management.

Desirable Requirements:

- Project management experience and qualifications as plus.
- Experience working in multinational, multicultural environments required.

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部门

Operations

Business Unit

Universal Hierarchy Node

地点

India

站点
Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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