

## Global Service & Process Lead (GSPL) - R2R GPO

Job ID  
REQ-10044825

4月 10, 2025

India

### 摘要

-To lead the FRA function within a country across divisions OR lead an FRA service line/ process/ area/ technology and ensure end-to-end service delivery to all Novartis divisions

### About the Role

Key responsibilities:

- Partner with GPOs on design and update of process maps; ensure process maps are up-to-date and of high-quality. Oversee step-out coordination and reviews, ensuring process risks and gaps are identified and addressed.
- Lead NFCM and Finance Core integration, simplifying and synergizing both processes. Drive Finance Core process automation, leveraging process mining tools, other innovative solutions and identify opportunities for control simplification and automation in the respective process.
- Oversee process changes from Finance Core perspective, in partnership with GPO team;

continuously assess impact of process changes on control environment, risk and define mitigating actions to ensure reliable processes and systems with in-built controls.

- Lead change management activities surrounding enhancement of process, controls, including coordinating training, sharing updates and highlights, and providing timely communication around the process control environment. Define areas of priority and focus; drive process deep-dives to identify process-control gaps, oversee definition and implementation of solutions to enhance internal controls assurance.
- Drive continuous process control and Finance Core improvements, define solutions, and lead the implementation. Own Finance Core expertise, continuously enrich process knowledge through partnering with process GPO team and Operations community.
- Oversee expertise and information sharing; ensure continuous communication of the latest process updates, best practices and process learnings with the FRA community and other Finance stakeholders, training on process standards and expertise and drive continuous up-skilling of FRA function.
- Lead initiatives that help driving a preventative approach in the risk and issue identification. Ensure transparent, reliable, and agile stakeholder management despite global complexity; being the interface between FC&C SME team and respective process GPO team.
- Drive continuous process control and Finance Core improvements, define solutions, and lead the implementation.

#### Essential Requirements:

- University level degree in Business Administration/ Economics/Finance/ MBA desirable
- 10+ years of experience in relevant finance roles or position in area of responsibility supporting the global project.
- Analytical mindset and ability to understand situations, interdependencies, and challenges in a holistic way.
- Excellent communication skills, able to engage and influence beyond FRA community and to drive stakeholder management in a changing environment as well as operational excellence
- Preferably know-how and exposure in a Shared Service Center environment

#### Desirable Requirements:

- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Strong continuous improvement mindset
- Interest to learn, explore and develop within the given role
- Experience of working in multicultural / international environment

#### 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>

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部门

Finance

Business Unit

CTS

地点

India

站点

Hyderabad (Office)

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

Functional Area  
Audit & Finance

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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