

## External Operations Manager

Job ID  
REQ-10028109

1月 22, 2025

India

### 摘要

The External Operations Manager (EOM) is responsible for planning, execution and distribution activities performed at external vendors. The EOM oversees all outsourcing activities including packaging, distribution and functions as the key business partner interface with external vendors and ensures operational excellence within the CMO network, ensuring the delivery of high productivity, quality and cost effectiveness.

Has operational end to end responsibility for assigned activity. Leads and manages all project and local network activities and participates in cross-functional teams

### About the Role

#### Major accountabilities:

- Manages all applicable finance activities, including Request for

Proposal (RFP) for bidding & vendor selection, Grants, Purchase Orders (PO), invoice approval and tracking financial metrics.

- Provides guidance to the CTSM for packaging design optimization. Advises GCS Study Team on packaging designs to ensure optimal usage of available capacity and budget.
- Manages Order Alignment with GCS Study team members to coordinate packaging order preparation and to ensure proactive resolution of any packaging order related question.
- Acts as the key business partner for operational interactions with the Vendors. Reviews the vendor capacity, resource planning and distribution tracker and verifies this with the study requirements to ensure the study timelines and specifications are met.
- Coordinates material routing and inventory management of all drug product, primary packed materials, packaging components and labels for packaging orders at external vendors.
- Liaises with CTSM/SCM on a regular basis to create packaging orders based on the project specific requirements.
- Interacts with the SCM and CTSM to flag potential issues or bottlenecks due to availability of PP/DP or locally/ regionally sources items at the respective local hub.
- Ensures most cost-efficient material flow, minimizing waste and allowing the flexibility to accommodate the changing demand.
- Manages all packaging activities executed by vendors and ensures agreed milestones and cost are met and creates packaging orders in SAP.
- Coordinates logistic documents for facilitating import requirements.
- Manages deviations occurring at external vendors and escalates high level issues/bottlenecks to the relevant internal GCS stakeholders and external partners.
- Participates or supports external inspections and audits together with TRD QA (and GCP QA where applicable) to assess packaging

contractor capabilities.

- Monitors vendor performance with pre-defined KPIs and collaborates with vendor to identify process optimizations and ensures timely follow up and completion of actions
- Drive implementation and sustain phase in and outside expertise / organization.
- Support cultural evolution within own function by showing positive work ethics and influencing others.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt  
-Distribution of marketing samples (where applicable)

### Ideal Background Education

(minimum/desirable): Degree in science, engineering or equivalent.

Languages: Fluent in English Experience/Professional requirement:

1. >5 years of practical experience in chemical / pharmaceutical industry or > 3 years of experience in field of expertise
2. Good expertise in related field.
3. Good knowledge about the Drug Development process
4. Basic project management, good organization and planning skills
5. Knowledge of relevant regulations (e.g. GMP, HSE etc.) and Novartis specific standards.
6. Demonstrates problem-solving and idea generation skills.
7. Good presentation skills
8. Fundamental Leadership skills.
9. Very good communication, negotiation and interpersonal skills. Ability to work in interdisciplinary team

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部门

Development

Business Unit

Innovative Medicines

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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