

## Director, External Service Provider Engagement

Job ID  
REQ-10038172

1月 24, 2025

India

### 摘要

Director of External Service Provider (ESP) Engagement is responsible for developing and deploying the PS & PV ESP strategy in collaboration with the Global Head of PS External Engagement. This role involves managing and overseeing all Global ESPs supporting PS & PV, ensuring quality, compliance, and productivity of outsourced activities, and driving process improvements and innovation with ESPs.

### About the Role

#### Job Purpose

- Accountable for management and operations of all Global ESPs supporting PS & PV
- Responsible for quality, compliance and productivity of all activities outsourced to ESPs
- Responsible for all global contracts, governance, transitions and projects with global ESPs
- Responsible for driving process improvements and innovation with ESPs in order to support the PS &

PV drive to automation.

Major accountabilities:

- Management and oversight of all ESPs supporting Novartis PS & PV globally and crossdivisionally.
  - Responsible for global ESP oversight and governance and accountable for contractual, operational, and financial performance of global ESPs.
  - Responsible for strategic independent input into developing and managing global PS & PV ESP budget. Responsible for implementing precise and reliable forecasting of budget challenges and for proposing mitigating action plans to facilitate timely oversight and decision making of the PS & PV Leadership Team.
  - Accountable for global ESP resource forecasting, planning and management (1800+ external headcount and 100+ mUSD over three years contracting period).
  - Responsible to lead the transition of global activities from high cost to low cost countries and ESPs in alignment with the overall objectives and long-term goals of the Global Drug Development (GDD) organization.
  - Work with PS & PV teams to ensure oversight and compliance of Health Authority Safety Reporting Requirements and quality of safety information for clinical trials and marketed drugs.
  - Represent Global Head CMO PS External Engagement on all operational issues related to ESP performance.
  - Accountable for strategic input into innovation and enhancement of ESP operational processes to increase productivity, efficiency and quality of all global ESPs
  - Represent PS & PV in global cross-functional and cross-divisional business forums (e.g. External Development Operations (EDO) network)
  - Manage interactions with key stakeholders in PS & PV (e.g. PS & PV Leadership Team) and other Novartis line units on matters relating to ESP services or performance.
  - Manage flow of operational information as needed to/from defined functions/locations.
  - Accountable for leadership, talent management, career development and performance management of direct reports and teams. Contribute to talent and career development of PS & PV Hyderabad staff
- Where required, act as operational manager for Hyderabad-based PS & PV associates. Work with PS & PV Site Head to ensure recruitment of top talent, completion of performance management/P&O procedures and optimal resource deployment within PS & PV

Key performance indicators:

1. Effective management (in accordance with contracts) of assigned ESPs & Governance of ESPs
2. Implementation of PS and PV ESP strategies and key priorities
3. Adherence to ESP Contracts and budgets.
4. Manage relationship with ESP stakeholders and operational excellence in all ESP activities.
5. Low Attrition/turnover of internal team members

Minimum Requirements:

Work Experience:

- >12 years of experience in pharmacovigilance or relevant experience in pharmaceutical

company.

- >5 years of experience of people management and development experience desirable
- Third party management experience
- Demonstrated success in resource planning and management.
- Excellent negotiation, conflict resolution, decision-making, problem-solving communication (written and verbal) and presentation skills,
- Quality and focus oriented.
- Results driven, self-starter with proactive working style committed and accountable, transparent working style also under pressure.
- Negotiation, conflict resolution, decision making and problem solving skills.

#### Skills:

- Clinical Research.
- Pharmacovigilance
- Clinical Trials.
- Regulatory Compliance.
- Safety Science.
- Team Management.

#### Languages :

- English.

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Innovative Medicines

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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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