

# Cell Therapy Operations Manager

Job ID  
REQ-10041120

2月 24, 2025

Brazil

## 摘要

The primary responsibility of this CTOM (Cell Therapy Operations Manager) role is to leading the LATAM regional pan-TA on-boarding, continued operations, and maintenance of CAR-T centers in compliance with local health authority and internal regulations. Ensuring on-time supply of high-quality starting material for manufacturing personalized CAR-T products and providing seamless end-to-end operational customer support.

## About the Role

### Job Description

### Key Responsibilities

- Commercial Setting: Manage CAR-T center operations, coordinate key staff, ensure safe and efficient patient treatment, and lead continuous operations improvements.

- **Clinical Trial Setting:** Guide trial site selection, set up new ways of working, ensure site readiness, and manage CAR-T center operations to ensure proper timelines and quality standards.

### Major Accountabilities

- **Center Qualification:** Lead onboarding of CAR-T centers, support site selection, and drive consistent roll out of site training plans.
- **Center Operations Excellence:** Ensure high-quality supply of human cells, drive site maintenance, and lead continuous operational improvements.
- **Deviation Management:** Evaluate, investigate, and document issues related to cell collection, handling, or processing, and provide feedback and training to improve outcomes.

### Key Performance Indicators

- Guarantee proper CAR-T site network through effective onboarding and site maintenance.
- Deliver operational projects on time and reduce deviations.
- Support customer satisfaction and success of manufacturing.
- **Impact on the Organization:** Significant impact on ensuring safe and effective use of Novartis Cell & Gene therapies by treatment centers.

### Ideal Background

- **Education:** University degree in Science, Medical or Nursing (bachelor ' s degree minimum).
- **Experience:** Several years in external partner-facing roles or leadership in healthcare, with experience in hospital stakeholder management, pharmaceutical or hospital GxP environment, and project management.
- Previous experience with CAR-T center qualification.
- **Skills:** Strong communication, emotional intelligence, business acumen, negotiating and scientific skills, and ability to operate in high technology environments.

### Languages

- **Required:** Portuguese and English
- **Preferred:** Spanish

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部门

International

Business Unit

Innovative Medicines

地点

Brazil

站点

Santo Amaro

Company / Legal Entity

BR03 (FCRS = BR003) NOVARTIS BIOCIENCIAS S.A

Functional Area

BD&L & Strategic Planning

Job Type

Full time

Employment Type

Regular

Shift Work

No

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