

Procurement Team Manager, EPRM Operations

Job ID
REQ-10060871

10月 09, 2025

Malaysia

摘要

Job Title: Procurement Team Manager - TPRM Operations

Location: Selangor, Malaysia

Department: Procurement

Job Level: 5

As the Procurement Team Manager - TPRM Operations, you will lead global service delivery teams to ensure the effective execution of the Third Party Risk Management (TPRM) process across Novartis. You will be responsible for operational excellence, process governance, and stakeholder engagement, ensuring alignment with the TPRM framework, service level agreements (SLAs), and compliance standards.

About the Role

Key Responsibilities:

Lead Global Service Teams: Manage and develop central and regional TPRM service teams to ensure consistent and high-quality delivery across geographies.

Ensure Service Capability: Maintain team competence and readiness to meet evolving TPRM service requirements.

Manage Operational Delivery: Oversee risk assessments, CAPA tracking, and escalation handling to ensure timely and effective resolution.

Drive Continuous Improvement: Implement change management initiatives and process enhancements to improve service efficiency and quality.

Monitor Performance: Ensure adherence to SLAs, quality benchmarks, and delivery timelines; manage external risk assessor performance.

Governance & Compliance: Develop and maintain SOPs, training materials, and work instructions aligned with the TPRM framework.

Standardize Processes: Promote harmonization and reliability of TPRM processes and systems across Novartis.

Reporting & Insights: Generate and present performance metrics, dashboards, and risk updates to senior stakeholders.

Deployment Readiness: Support operational readiness and execution of the TPRM framework across service teams.

Stakeholder Engagement: Collaborate with business functions, risk areas, and TPRM leadership to ensure service delivery meets expectations.

Minimum Requirements

- University/Advanced degree in a relevant field.
- 8-10 years of experience in leading service delivery across multiple regions.
- Strong expertise in project management, change management, and risk management.
- Proven ability to manage teams in a matrixed, multicultural environment.

Languages

- Fluent in spoken and written English. Additional languages are a plus.

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部门

Operations

Business Unit

Purchasing & Sourcing

地点

Malaysia

站点

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

Functional Area

Procurement

Job Type

Full time

Employment Type
Regular

Shift Work
No

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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