

Associate Director, EEE Standards, Process & Training

Job ID
REQ-10063469

12月 09, 2025

Spain

摘要

Join Novartis as Associate Director, EEE Standards, Process & Training and drive the development, implementation, and continuous improvement of global standards, end-to-end processes, and training strategies for External Expert Engagement (EEE). Reporting to the Senior Director, EEE Excellence, you will ensure policies, procedures, and engagement models are consistently aligned with Novartis compliance requirements and business needs across Global and International Medical Affairs. You will lead the creation of scalable training and knowledge management solutions to build stakeholder capabilities, support audit-readiness, and foster operational excellence enterprise-wide.

Location: Barcelona, Spain #LI-Hybrid

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

About the Role

Responsibilities:

- Maintain and update enterprise-wide standards, guidelines, and processes for external expert engagement, ensuring alignment with legal, regulatory, and internal compliance requirements.
- Provide input and maintain, in cooperation with legal and compliance, policies, standards, and guidelines to ensure clear ground rules and defined roles for HCP and HCO engagements.
- Translate policies into clear, practical processes and role-based responsibilities (RACI), enabling operational efficiency and cross-functional clarity.
- Contribute to governance forums and audits by ensuring documented process adherence and continuous improvement.
- Stay at the forefront of HCP and HCO transparency to ensure accurate and complete reporting of figures in Business Solutions' remit.
- Design and manage global training content and delivery strategy for GMA/IMA EEE stakeholders, including onboarding, systems training, and process refreshers.
- Oversee the creation of toolkits, job aids, FAQs, and training modules in collaboration with internal teams and external vendors.
- Deliver training sessions and support localisation or business unit adaptation as needed, capturing feedback and iterating learning solutions.
- Collaborate with colleagues and stakeholders to identify areas of improvement in engagement workflows and user experience.
- Serve as a key partner to Operations, Legal, Compliance, and IT/Systems teams to align training and standards with execution and systems functionality.

Essential Requirements

- Master's degree in Life Sciences, Business, Legal, or a related discipline; additional certifications in process excellence, training, or digital systems (e.g., Lean, Agile, Lean Six Sigma) are a plus.
- Minimum of 6 years' experience in Health Care compliance in a multinational company.
- Excellent organisational and project management skills.
- Outstanding problem-solving abilities.
- Sound experience in pharmaceutical compliance/governance environment.
- Excellent communication, interpersonal, and presentation skills.
- External vendor management experience.
- Excellent English language skills, both written and spoken.

Desirable Requirements

- Change management skills to sustain a culture of high ethical standards and compliance, with strong tolerance for ambiguity and willingness to challenge.
- Experience developing effective working relationships with internal and external stakeholders, with strong negotiation skills and organisational awareness.

Commitment to Diversity & Inclusion:

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

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

部门

Development

Business Unit

Development

地点

Spain

站点

Barcelona Gran V í a

Company / Legal Entity

ES06 (FCRS = ES006) Novartis Farmac é utica, S.A.

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work
No

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