

## Team Lead, Creative and Content Ops

Job ID  
REQ-10067630

11月 28, 2025

India

### 摘要

The Studio Operations - Creative and Content Team (C&C) manages projects and resources for Novartis Brands, to develop and update commercial marketing assets across various digital, print, and web. The Team Lead, Creative and Content Ops (TL-C&C) leads the team of Project Managers and other Creative and Content Operations resources who are accountable to deliver projects to develop new content or update existing content for medico-marketing materials successfully. TL-C&C provides functional and operational leadership to the team, manages stakeholder relations, and facilitates problem solving and removal of road-blocks for the team. The collaboration sphere for the TL-C&C spans across teams based in Hyderabad, Mexico City, East Hanover, and Dublin. The role demands strong people management, ability to generate and consume process data, drive Project KPIs, and constantly strive to improve operational efficiency - with unwavering commitment to Novartis values and behaviors.

### About the Role

Location - Hyderabad #LI Hybrid

#### Key Responsibilities:

- Lead the Project and Production Management Team (10 to 15 FTEs) that is accountable for delivering projects to design and develop new material or update existing content for medico-marketing material.
- Recruit talent, manage performance (set objectives, review performance, and plan compensation), create development plans for team members (create development plans, coach and mentor as appropriate), and motivate team members to achieve set goals and objectives.
- Manage stakeholder relationships actively and work collaboratively with them. Connect / Interact with both internal and external stakeholders regularly and manage escalations, address concerns and respond to feedback constructively to create win-win solutions.
- Monitor and track KPIs and other metrics for business and people. Take intelligible data-based decisions to improve KPIs in agreement with the team, stakeholders, and leadership.
- Supervise the creation and update for various trackers and information boards critical to keep important business information and performance analytics handy.
- Define and update standard process SOPs / Playbooks / other process related document for the team - and drive adherence to procedures.
- Identify and resolve operational risks and issues. Recommend risk mitigation ideas / solutions.
- Drive a culture of continuous improvement, and implement projects related to automation, AI initiatives, and other process / quality improvements.
- Identify the need, create business case, on-board, and manage external resources / services to fill the capacity or capability gaps as per business requirement.
- Support Group Lead in driving site / global initiatives and projects as required.

#### Essential Requirements:

- Bachelor ' s degree in science / pharmaceutical / medicine (B.Sc. | B. Pharm. | MBBS).

- Preferred: Master ' s degree or Post Graduate qualification in science / pharmaceuticals / medicine / business (M.Sc. | M. Pharm. | MD | MBA | PGDBA) , or Project Management Professional (PMP) trained.
- 3 to 5 years as a Team Lead or Assistant Manager with a span of minimum of 10 members in the team.
- 9+ years either with a Global Capability / Operations Center with a Pharmaceutical organization or a consulting organization with a Pharma client in the domain of Medical Communications, Medico Marketing, Project Management, Operations Management, or a similar area.
- Strong Stakeholder Relationship building and management skills.
- Capable of balancing multiple priorities and delivering within timelines with support from the team.
- Excellent written and spoken communication with high proficiency in English language.
- Proficient in Microsoft Office Suite, common Project Management Tools, Data / Analytics Tools and use of AI in day-to-day work.
- Strong risk management and problem-solving capability.
- Values and Behaviors: Strong principles and lives Novartis ' Values and Behaviors - Innovation, Collaboration, Courage, Integrity and Quality every day.

#### Commitment to Diversity and Inclusion:

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

#### Accessibility and accommodation:

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to [diversityandincl.india@novartis.com](mailto:diversityandincl.india@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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  
US

Business Unit  
Marketing

地点  
India

站点  
Hyderabad (Office)

Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area  
Marketing

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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