

Vendor Operations Lead - Global Clinical Operations (GCO)

Job ID
REQ-10087934

九月 21, 2026

United Kingdom

摘要

#LI-Hybrid

Location: London, United Kingdom

Relocation Support: This role is based in London, United Kingdom. Novartis is unable to offer relocation support: please only apply if accessible.

Novartis operates a Hybrid working arrangement with an expectation of 12 days per month onsite.

Home Worker/Remote contracts can be considered for candidates meeting eligibility criteria. This can be discussed at interview stage if applicable.

Strong vendor Quality and Compliance are critical to successful clinical development and inspection readiness. As Vendor Operations Lead - Global Clinical Operations (GCO), you will lead and strengthen the processes that prepare our vendor organization for regulatory inspections and audits. You will provide subject-matter expertise across inspection readiness, audit support, corrective and preventive actions, vendor compliance, and quality improvement, while helping colleagues respond

effectively in demanding regulatory environments. Working across global functions and external partnerships, you will use compliance insights and performance trends to identify risks, improve processes, and ensure vendor activities meet Novartis standards and regulatory expectations.

About the Role

Key Responsibilities

- Drive the development and implementation of vendor operations standards, processes, and governance frameworks.
- Lead inspection readiness and support regulatory inspection activities across vendor partnerships and operations.
- Ensure consistent implementation of vendor risk assessment, selection, and compliance processes.
- Oversee vendor quality and compliance metrics, identifying trends, risks, and improvement opportunities.
- Develop and maintain templates, tools, and operational resources supporting vendor governance and compliance.
- Support audit planning, preparation, and follow-up, including corrective and preventive action management.
- Act as a subject-matter expert on vendor compliance, inspection readiness, and quality management practices.
- Partner with global and local stakeholders to strengthen operational consistency and regulatory compliance.
- Drive continuous improvement initiatives that enhance vendor performance, quality outcomes, and inspection readiness.
- Deliver training and communications supporting adoption of systems, processes, and compliance requirements.

Essential Requirements

- University degree in business or a relevant field, or equivalent professional experience.
- Typically 8-10+ years' experience in clinical operations, including systems, regulatory requirements, and third-party/vendor management.
- Strong knowledge of Good Clinical Practice and regulations (GCP, GxP and ICH).
- Demonstrated experience supporting and leading regulatory inspections and managing inspection back-room activities.
- Experience with inspection readiness, storyboards, evidence collection, and regulatory document request management.
- Experience supporting corporate or supplier audits and developing and managing corrective and preventive actions.
- Strong understanding of clinical trial design, vendor compliance, and third-party requirements across clinical operations.
- Proven global matrix leadership, including independent ownership, analytical decision-making, and diplomatic stakeholder influence.

Benefits & Rewards

At Novartis, we're committed to reimagining medicine together - and rewarding the people who make it happen.

Expected Annual Base Salary Range for role: £ 67,900.00 - 126,100.00 GBP Annual

The base salary offered is determined based on gender-neutral objectives, such as relevant skills, competencies and experience in accordance with the Novartis pay setting policy and upon joining Novartis will be reviewed periodically.

In addition to your base salary, you may be eligible for a performance-based bonus depending on certain performance parameters.

The rewards of being part of our team go far beyond base pay and incentives. We also offer a variety of competitive benefits in kind to help you thrive personally and professionally, such as insurance plans, retirement plans, wellbeing resources and global recognition programs. In addition, we provide flexible and hybrid working options, where possible, and minimum 14 weeks paid parental leave.

Pay equity is a fundamental principle of our employment policy and reflects our commitment to create a diverse, equitable and inclusive environment that treats all employees with dignity and respect, as outlined in our Code of Ethics.

Read our brochure to learn more about our global total rewards offering:

<https://www.novartis.com/sites/novartiscom/files/novartis-life-handbook.pdf>

Note: Benefits and compensation may vary by country and are subject to local legal requirements, including provisions of collective bargaining agreements where applicable. A full overview of your compensation package, including any relevant collective bargaining agreement details applicable to your role based on your employment location and Novartis employer entity, will be communicated separately to you during the application process.

Commitment to Diversity and Inclusion / EEO

Novartis is committed to building an outstanding, inclusive work environment and

diverse teams' representative of the patients and communities we serve.

You 'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards> 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.

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: Learn about all the ways we 'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

Primary location salary range
£ 67,900.00 - £ 126,100.00

部门
Development

Business Unit
Development

地点
United Kingdom

站点
London (The Westworks)

Company / Legal Entity
GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.

Functional Area
Research & Development

Job Type
Full time

Employment Type
Regular

Shift Work
No

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6abc13fdd7e41007717277", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop:
false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options:
{}}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu:
false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets:
['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
kPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(kPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", // Default:
bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default:
alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled:
false, printDisabled: false, disable: true }; } if (kPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation =
{ position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if
(kPlayer.plugins["hotspots"]) { config.plugins["playkit-js-hotspots"] = { disable: true }; } if
(kPlayer.plugins["moderation"]) { config.plugins["playkit-js-moderation"] = { disable: true }; } if
(kPlayer.plugins["info"]) { config.plugins["playkit-js-info"] = { disable: true }; } if
(kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if
(kPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } }; }
```

```
// Ensure the global player registry array always exists, regardless of embed type.
window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise =
```

```
thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() returns a  
Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to  
capture the player directly. thumbEmbedPromise .then(function(player) {  
window.kalturaPlayerVideos.push(player); // Notify kaltura_dataLayer.js that a new player is ready so  
it can // attach custom event listeners immediately, regardless of when // the user clicked the  
thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', {  
detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) {  
console.error(e.message) }
```

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