

# Head DDIT OPX Delivery Excellence

Job ID  
REQ-10018425  
Oct 21, 2024  
Czech Republic

## Summary

As the Head of Delivery Excellence for DDIT, you will be responsible for overseeing and improving the delivery of projects and products by implementing and optimizing various processes, governance structures, performance metrics, training programs, and onboarding practices. You will lead a cross-functional team in a matrix environment, fostering collaboration and utilizing your influencing skills to drive operational efficiencies and enhance our overall delivery capabilities. A successful candidate will have a solid background in computer science and project management, possess strong leadership abilities, and exhibit a proven track record of process optimization.

## About the Role

### Major accountabilities:

- Develop and execute strategies to improve the overall delivery performance in DDIT.
- Establish and maintain an effective governance framework to ensure adherence to project and product delivery processes.
- Identify and implement process improvements to enhance productivity, efficiency, and quality throughout the delivery lifecycle.
- Define performance metrics, track key deliverables, and generate reports to provide insight into project and product performance.
- Collaborate closely with cross-functional teams, fostering effective communication and alignment to drive successful project and product delivery.
- Lead and mentor the delivery associates, nurturing their growth and enabling them to reach their full potential.
- Establish training programs and onboarding processes to enable effective delivery practices across the IT department.
- Advise senior management on delivery improvement initiatives, providing regular updates on progress and recommending areas for further enhancement.
- Stay abreast of industry best practices and emerging trends in project and product delivery, and leverage this knowledge to drive continuous improvement.
- Act as a change agent, driving a culture of continuous improvement and promoting a mindset of operational excellence throughout the organization.

### Key performance indicators:

- Delivery of program results according to agreed quality, schedules and cost whilst maintaining customer satisfaction -Adherence to defined management and delivery processes for DDIT projects and programs and other policies relevant to the project scope (e.g. HW/SW standards, CSV, Information Security and

Risk Management) -Successful deployments, measured by program KPI's.

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### **Minimum Requirements:**

#### **Work Experience:**

- Bachelor's or Master's degree in Computer Science, Information Technology, or a related field.
- Proven experience leading and implementing process improvements in an IT or software development environment.
- In-depth knowledge of project and product delivery methodologies, including Agile, Waterfall, and hybrid approaches.
- Strong understanding of governance structures, performance metrics, and software development lifecycle (SDLC) processes.
- Proficient in using project management tools and software.
- Excellent leadership abilities, with a track record of leading cross-functional teams and successfully delivering projects.
- Exceptional communication and influencing skills, with the ability to effectively engage with stakeholders at all levels.

#### **Skills:**

- Project and Product Delivery Management
- Process Improvement and Optimization
- Governance and Compliance
- Performance Metrics and Reporting
- Training and Onboarding
- Cross-Functional Collaboration and Team Leadership
- Change Management and Continuous Improvement
- Strong Analytical and Problem-Solving Skills
- Business Relationship management
- Change Management

### **Commitment to Diversity & Inclusion:**

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

**Why Novartis:** Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people> and culture

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Division

Operations

Business Unit

CTS

Location

Czech Republic

Site

Prague

Company / Legal Entity

CZ02 (FCRS = CZ002) Novartis s.r.o

Alternative Location 1

Ljubljana, Slovenia

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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