

# Senior Manager - Master Data Management

Job ID  
REQ-10023034  
Oct 07, 2024  
India

## Summary

Novartis Technical Operations (NTO) Global Operations Center (GOC) Data Governance & Operations team is setup to develop and maintain the right metadata, master data, data quality parameters, data lineage, KPI reports and workflows to ensure that data is governed, consistent, reliable and easily accessible for decision-making while ensuring data is maintained across NTO as per Pharmaceutical regulatory and compliance requirement.

## About the Role

### Senior Manager - Master Data Management

**Location** - Hyderabad

#### About the Role:

Responsible for complex Global master data management processes (e.g. cross divisional set ups, etc) focused to ensure accurate and timely preparation and maintenance of master data in the SAP ERP system, in accordance of Supply chain operational activities in compliance with the GxP & Regulatory requirements while creating value for our internal customers across all Novartis divisions across geographies, with Good practices, and business objectives.

#### Key Responsibilities:

- Manage end-to-end master data services across Manufacturing & supply chain.
- Coaching and mentoring of master data experts to deliver the implementation of master data Operations
- Efficient and high quality handling of Global & Local Master Data related tasks in compliance with established processes to build and maintain a global enterprise data structure
- Develop & formalize proactive master data integrity checks to ensure high quality deliverables
- Establish, monitor and report KPIs & take proactive action for improvements on customer satisfaction and other feedback mechanism.
- Ensure exemplary communication with all stakeholders including internal associates through regular updates with focus on accomplishments, KPIs, best practices, staffing changes, key events, etc.
- Set up and perform complex local & global master data set up & establish process, guidelines, business matrix and SLA time lines in in GxP environment in adherence to Novartis compliance.
- In-depth knowledge of Business, System Landscape & Processes, with experience in Data Stewardship & Ownership
- Identify and resolves operational issues, clearly articulate potential recommendations/solutions to all stakeholders.

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- Be proactive in planning; anticipating change and acting in accordance; drive meticulous implementation of Org goals and metrics.
- Collaborate with the GBPO / Group leader / Group Head / Global Head MDM and other locations to support and ensure the flexible coordination of activities to deliver according to expectations (time and quality).
- **Essential Requirements:**
- Minimum 12 years of overall experience in Master Data Operations in Supply chain Management is preferred.
- User experience of Change Control system (e.g. SAP) as well as experience within the Pharmaceutical Industry are an advantage.
- Excellence in Collaboration, Conflict management, Problem solving, Innovational Mindset, Process Management. Experience in adoption, transition & transformation projects. Strong program management skills.
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- **Desirable Requirements:**
- Graduate / Post Graduate, MBA in Pharmacy / Life Sciences / Engineering / Commerce / Economics  
Desirable: PhD in Biotechnology.
- **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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**Join our Novartis Network:** If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>.

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**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>

Division

Operations

Business Unit

Innovative Medicines

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Technical Operations

Job Type

Full time

Employment Type

Regular

Shift Work

No

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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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