

# Administrative Expert / Professional

Job ID  
REQ-10024834  
Nov 19, 2024  
India

## Summary

-Responsible for the independent delivery of profound administrative services in a local and a global context. Ensure service levels are delivered in line with site requirements.

## About the Role

### Major accountabilities:

- General administrative support: takes care of general administrative tasks and maintains the administrative processes also in case of absence of the line manager/team members.
- Interaction: Informs, advises and supports the team and associates from outside the team on processes, guidelines and services that are specific to the department.
- Work processes in own area of responsibility: Supports optimization of current processes and/or introduction of new or modified processes.
- Handling of administrative projects tasks with clearly defined content and time limitations.
- Acts as a team member for administrative projects and manages the administrative part of special tasks.
- Supervisory tasks: Guarantees a smooth adjustment to the job of new employees in the own area of responsibility.
- Takes over supervising for colleagues in the administrative area (e.g. apprentices, new employees etc.) - Plan and coordinate administrative procedures and systems and devise ways to streamline processes.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable)

### Key performance indicators:

- Continuous improvement of processes and procedures -Planning of the office needs & management of contracts with all contractor

### Minimum Requirements:

#### Work Experience:

- Cross Cultural Experience.
- Collaborating across boundaries.

#### Skills:

- Optimizing Customer value by co-creating and developing compelling.
- Managing diversity.
- Proactive thinking.

- Managing challenges.
- Knowledge of organization structures and working practices.
- Knowledge management.
- Transaction Deal Structuring.
- Sharing insights on HCS.
- Best practice sharing.
- Storytelling in communication.
- Time Management.
- Franchise Strategy Prioritization.
- Timely decision making.
- Effective communication.
- customer focused solutions.

#### Languages :

- English.

**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>

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Division

Development

Business Unit

Innovative Medicines

Location

India

Site

Mumbai (Head Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Facilities & Administration

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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