

# Site Operations Lead

Job ID  
REQ-10024947  
Oct 08, 2024  
Malaysia

## Summary

Novartis Corporate Centers (NOCCs) are vital to Novartis' objectives, serving as talent hubs that facilitate collaboration, innovation, and high performance. Approximately 12-15% of the company's workforce is based in NOCCs, which are situated in six cities: Mexico City, Ljubljana (recently added), Dublin, Prague, Hyderabad, and Kuala Lumpur. These centers accommodate large teams across various business units and global functions, including Global Business Solutions, Global Drug Development, Data Digital and Information Technology, Finance, People & Organization, Procurement, Quality, Supply Operations, Ethics, Risk & Compliance, and more.

The purpose of this role is to drive and deliver the operational elements of the Novartis Corporate Center Kuala Lumpur (NOCC KL) to ensure appropriate governance and operations rigor to run a high performing organization of 500 associates. This role is a critical support to the NOCC KL Head to ensure the operational effectiveness of the Centre.

The role comprises of delivery responsibility for three essential NOCC pillars; ensure site governance and operations, program delivery of global and local initiatives, and enable site engagement.

As NOCC hosts BUs and Functions, this role is critical in building a cohesive and synergistic high performing NOCC

## About the Role

### Your Responsibilities:

### Your responsibilities include, but not limited to:

#### Ensure Governance and operations:

- Develop the NOCC KL strategy, key priorities and lead key site initiatives by working together with the leadership team.
- Drive transparency in performance, decision making and audit trail by developing and pushing optimal set of tracking measures, metrics, scorecards, minutes and follow up evidence.
- Execute optimal operational governance for NOCC KL by chairing/co-chairing relevant meetings, driving operating rhythm and ensuring optimal alignment of work streams and deliverables.
- Collaborate with BU and functions leaders to produce and manage performance dashboards with site-related metrics that support data-based decision-making under with consistent and constant parameters.

#### Program delivery of global and local initiatives:

- Support the enhancement of overall value proposition of NOCC KL by leading and supporting strategic and operational programs that optimally position the Centre
- Facilitate and drive change in a heavily networked / matrixed environment managing key project stakeholders through to project implementation.
- Manage and support multi-disciplinary project teams or workstreams across a range of site driven programs.

#### **Enable site engagement:**

- Co-implement programs that drive employee engagement and sense of belonging at work
- Promote a culture of continuous improvement and conducive to good teamwork among colleagues
- Facilitate best practice sharing among domains and groups within the NOCC and cross-NOCC locations.
- Strong external focus on ecosystem and key market trends, leveraging industry best practices as appropriate.

#### **What you'll bring to the role:**

- Bachelor's degree in business, finance, or economics.
- Minimum 10 years of proven experience in strategic planning, operations and performance management.
- Ability to analyse data, identify trends to enable informed decisions for continuous improvement of the Centre
- Excellent communication, interpersonal, collaboration and stakeholder management skills.
- Passion in building people-centric culture and capabilities
- Track record of driving organization change and successfully managing transformations including operating models, technology, and business services
- Experience in working in large / international companies preferable in globalized services, in matrix environments.
- Preferred to understand Pharma industry (life sciences Business Process Outsourcing experience is a plus).

#### **Languages :**

English

#### **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>

#### **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.

**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>

**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>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

**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

CTS

Location

Malaysia

Site

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

Functional Area

BD&L & Strategic Planning

Job Type

Full time

Employment Type

Regular

Shift Work

No

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