

# Global Head Lab Solutions & Scientific Services

Job ID  
REQ-10032872  
Feb 18, 2025  
Switzerland

## Summary

Location: Basel, Switzerland  
Full time, onsite, #LI-Onsite

Our Scientific Operations organisation consists of six global functions focused in enabling our Biomedical Research division's scientific mission to transform the lives of millions of patients worldwide, and ensures high quality, efficient and compliant scientific enablement support for both the current, and future research communities.

## About the Role

Scientific Operations is responsible for providing integrated programs and services that support our scientific community, including vivarium operations/veterinary medicine, animal welfare programs, in vivo science & technology, scientific materials management, and strategy & operations support.

This role will operate Globally, and will lead the Lab Solutions and Scientific Services across our primary Biomedical Research sites in Basel, Switzerland; Cambridge, MA, US and San Diego, California.

The Global Head for Lab Solutions and Scientific Services will hold responsibilities for the Lab Equipment Management (LEM) E2E program, Lab Supplies & Shared Services (LS&SS), Outsourcing for the Research Environment (ORE) and Research Lab Operations (RLO) programs.

This position is responsible for ensuring the success of these functions through strong partnerships across the entire Biomedical Research Laboratory ecosystem, with Development and comparative organizations as well as with key global support functional stakeholders, particularly Finance, Procurement, REFS, HSE and P&O.

Your role and responsibilities will include, but not be restricted, to the following:

- In partnership with key stakeholders (Biomedical Research leadership & Support functions) develop and execute the Global Lab Solutions and Scientific Services strategy aligned with the Scientific Operations overall strategy.
- Lead the Global Lab Solutions & Scientific Services Leadership team
- Attract, retain and develop top talent for and within Global Lab Solutions & Scientific Services team.
- Champion the Enterprise Lab Equipment Management program to ensure the program delivers on its full defined value to the Research community
- Guide the Outsourcing for Research function to continue to expand to meet the evolving outsourcing and offshoring needs of the research portfolio.
- Support development/expansion and implementation of critical supplies and shared services platforms

- Drive the design, implementation and delivery of an evolved Research Labs operations model
- Establish and maintain strong partnerships with Biomedical Research scientific community by collaborating on the strategic direction of Biomedical Research, jointly assessing the portfolio of services and identifying best practices/alternative solutions in a cost and performance-effective manner.
- Be the Key Point of Contact for Basel REFS/HSE/Security in campus planning activities, ensuring requirements are appropriate and included in the designs and execution, including the on-boarding of lab-based third parties on the Basel Campus.
- Ensuring the delivery to Biomedical Research Scientists of key scientific services with reliability, quality and on budget
- You will provide executive level representation of Novartis in discussions with 3rd parties; maintain Budget responsibility for Lab Operations and be responsible for Resource Planning
- Critically review, identify opportunities and sponsor the provision of higher quality, more efficient solutions and services for the scientific community.

Minimum Requirements – What you will bring to the role:

- Advanced business management (e.g. MBA) and/or science degrees (Masters, PhD) desired
- Minimum 5-10 years' experience in a senior operational leadership role preferable within a pharmaceutical research environment
- Experience of working within a matrix organisation across countries and cultures.
- Team management and leadership experience, with responsibility for Direct reports and indirect management in a matrixed organisation
- Strong strategic vision, superior leadership, excellent communication, consensus building, well developed influencing and negotiation skills.
- Demonstrated ability to work globally and drive change within the company.
- Proven experience in driving collaboration within teams and cross-functionally across a complex, enterprise organisation
- Occasional international travel will be required

\*Restrictions on flexible working and reduced working time may apply and can be discussed at interview stage if required

#### **Accessibility and accommodation:**

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to [inclusion.switzerland@novartis.com](mailto:inclusion.switzerland@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

**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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**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  
Biomedical Research  
Business Unit  
Universal Hierarchy Node  
Location  
Switzerland  
Site  
Basel (City)  
Company / Legal Entity  
C028 (FCRS = CH028) Novartis Pharma AG  
Functional Area  
Research & Development  
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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