

# GSOC Administrator and Training Manager

Job ID  
REQ-10036131  
Jan 08, 2025  
India

## Summary

The admin and training manager combines administrative oversight with the responsibility for developing and managing training programs. The dual role ensures the smooth operation of administrative tasks while also fostering employee development and organizational growth.

## About the Role

Location – Hyderabad

### About the Role:

The admin and training manager combines administrative oversight with the responsibility for developing and managing training programs. The dual role ensures the smooth operation of administrative tasks while also fostering employee development and organizational growth.

### Key Responsibilities:

- Must oversee the day-to-day administrative operations i.e., scheduling, correspondence and resource allocation.
- Ensure maintenance of data and record keeping.
- Ensure organizational policies and procedures are developed, implemented and enforced within the team.
- Ensure compliance with legal and regulatory requirements in administrative functions.
- Assist in preparing and managing the budgets.
- Act as a liaison between different departments, ensuring seamless communications.
- Coordinate meetings, prepare agendas and distribute Minutes of meetings.
- Manage employee records such as attendance, leaves and performance data.
- Conduct assessments to identify skill gaps and training needs within the team.
- Collaborate with leadership team to understand specific training needs.
- Design and develop training programs, workshops and tailored learning methods on different topics, as

per Organizational needs.

- Conduct training sessions through various methods such as in-person, in-teams or PPTs.
- Assess the effectiveness of training programs through feedback, surveys and performance metrics.
- Ensure continuous improvements to training content and delivery methods based on evaluation results.
- Implementation of innovative practices to improve efficiency and employee engagement along with industry trends in training and administration.

### **Essential Requirements:**

#### **Administrative Duties:**

- **Maintaining Attendance:** Track and record attendance of all team members to ensure compliance with attendance policies.
- **Managing Leaves:** Approve and monitor leave requests, ensuring adequate staffing levels are maintained.
- **Onboarding New Associates:** Facilitate the onboarding process for new hires, including orientation, training schedules, and integration into the team.

#### **Stepping in for Key Roles as Required:**

- **GSOC Manager:** Temporarily assume the responsibilities of the GSOC Manager in their absence to ensure seamless operations.
- **Team Lead:** Take over the duties of the Team Lead when they are unavailable, providing leadership and direction to the team.

#### **Overseeing Duties of Team Lead:**

- Supervise and guide the Team Lead to ensure they are fulfilling their responsibilities effectively.
- Provide support and resources to the Team Lead for efficient team management and performance.

#### **Data Management and Organizing:**

- Ensure all training-related data is accurately recorded, organized, and maintained.
- Implement and maintain systems for effective data management and accessibility.
- Organize training materials and records for easy access and reference.

#### **Assist Management with Special Tasks:**

- Undertake special projects or tasks as assigned by management, ensuring timely and quality execution.
- Provide insights and recommendations to management for strategic decisions.

#### **Training New Associates:**

- Develop and deliver comprehensive training programs tailored to the needs of new hires.
- Assess the training needs of new associates and customize programs accordingly.
- Monitor and evaluate the effectiveness of training programs, making necessary adjustments to enhance training quality and outcomes.
- Conduct tabletop exercises regularly with the team in line with the existing process and when changes are made to the existing process to ensure the team can handle it real-time.

## Assessments:

### Assessment of New Hires

#### Initial Training and Orientation:

- Design and conduct onboarding programs to familiarize new hires with company policies, procedures, and culture.
- Provide job-specific training to ensure new hires have the necessary skills and knowledge to perform their roles effectively.

#### Skills and Competency Evaluation:

- Assess new hires' skills and competencies through tests, practical assessments, and feedback sessions.
- Identify gaps in knowledge or skills and provide additional training or resources as needed.

#### Performance Monitoring:

- Monitor the performance of new hires during their probationary period.
- Conduct regular check-ins and provide constructive feedback to help new hires improve and integrate into the team.

#### Feedback Collection:

- Gather feedback from new hires about the training process to identify areas for improvement.
- Use this feedback to refine and enhance the onboarding and training programs.

### Quarterly Assessment of the Team with Tabletop Exercises

#### Planning and Preparation:

- Design and organize quarterly tabletop exercises relevant to the team's functions and objectives.
- Develop realistic scenarios that challenge the team's problem-solving and decision-making skills.
- - Facilitate tabletop exercises, guiding the team through the scenarios and encouraging participation.
  - Ensure the exercises are conducted in a structured and effective manner.

#### Evaluation and Feedback:

- Assess team performance during tabletop exercises, noting strengths and areas for improvement.
- Provide detailed feedback to the team, highlighting both individual and collective performance.

#### Reporting and Analysis:

- Document the outcomes of the tabletop exercises, including successes, challenges, and lessons learned.
- Analyze the results to identify trends, recurring issues, and areas needing further development.

#### Continuous Improvement:

- Develop action plans based on the assessment outcomes to address identified gaps and improve team performance.
- Implement follow-up training sessions or workshops to address specific areas of weakness.
- - Work with team leaders and managers to ensure that the findings from tabletop exercises are integrated into ongoing training and development plans.
  - Coordinate with other departments to align training objectives and share best practices.

## Desirable Requirements:

- Education:
  - Bachelor's degree or above in Security Management, Computer Science, or a related field.
  - Relevant certifications in security systems, administration, or related areas are preferred.
- Experience:
  - Minimum of 7 years of experience in security systems management or a related technical field.
  - At least 5 years in a leadership or supervisory position.
- Communication Skills:
  - Excellent verbal and written communication skills.
  - Ability to communicate technical information to non-technical stakeholders.

## 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.

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Division

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (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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