

Cell Therapy Operations Manager

Job ID
REQ-10037968
Feb 06, 2025
Singapore

Summary

- The primary responsibility of this CTOM (Cell Therapy Operations Manager) role is to leading the APAC regional pan-TA on-boarding, continued operations, and maintenance of CAR-T centers in compliance with local health authority and internal regulations. Ensuring on-time supply of high-quality starting material for manufacturing personalized CAR-T products and providing seamless end-to-end operational customer support.

About the Role

Key Responsibilities

- Commercial Setting: Manage CAR-T center operations, coordinate key staff, ensure safe and efficient patient treatment, and lead continuous operations improvements.
- Clinical Trial Setting: Guide trial site selection, set up new ways of working, ensure site readiness, and manage CAR-T center operations to ensure proper timelines and quality standards.

Major Accountabilities

- Center Qualification: Lead onboarding of CAR-T centers, support site selection, and drive consistent rollout of site training plans.
- Center Operations Excellence: Ensure high-quality supply of human cells and tissues, drive site maintenance, and lead continuous operational improvements.
- Deviation Management: Evaluate, investigate, and document issues related to cell collection, handling, or processing, and provide feedback and training to improve outcomes.

Key Performance Indicators

- Guarantee proper CAR-T site network through effective onboarding and site maintenance.
- Deliver operational projects on time and reduce deviations.
- Support customer satisfaction and success of manufacturing.
- Impact on the Organization: Significant impact on ensuring safe and effective use of Novartis Cell & Gene therapies by treatment centers.

Ideal Background

- Education: University degree in Science, Medical or Nursing (bachelor's degree minimum).
- Experience: Several years in external partner-facing roles or leadership in healthcare, with experience in hospital stakeholder management, pharmaceutical or hospital GxP environment, and project management.
- Skills: Strong communication, emotional intelligence, business acumen, negotiating and scientific skills, and ability to operate in high technology environments.

Languages

- Required: English (fluent)
- Preferred: One other language (e.g., Korean or Chinese)

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Division

International

Business Unit

Innovative Medicines

Location

Singapore

Site

Mapletree Business City (MBC)

Company / Legal Entity

SG90 (FCRS = SG015) Novartis Asia Pacific Pharmaceuticals Pte. Ltd

Functional Area

BD&L & Strategic Planning

Job Type

Full time

Employment Type

Regular

Shift Work

No

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