

Site Operations Lead

Job ID
REQ-10043313
Mar 10, 2025
Ireland

Summary

Employment Type: Fixed Term Contract

In this role you will drive and deliver the operational elements of the Novartis Corporate Center in Dublin (NOCC) to ensure appropriate governance and operations rigor to run a high performing organization of ~800 associates. This role is a critical support to the NOCC Head to ensure the operational effectiveness of the Novartis Corporate Center.

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.

About the Role

Major Accountabilities:

- **Site Strategy & Objectives:** Develop the NOCC Dublin annual site strategy & objectives, in line with the broader global NOCC strategy & objectives as set by the Global Head of NOCCs. Monitor progress of objectives throughout the year and take corrective action as required.
- **Site Initiatives:** Complete the end-to-end project management of key site initiatives, aligned to the site strategy & objectives, as required. Facilitate and drive change in a heavily networked / matrix environment managing key project stakeholders.
- **Site Leadership Team:** Sit on the NOCC Dublin Site Leadership Team (LT). Contribute to LT decision making process on day-to-day operations and strategic initiatives. Co-chair weekly and monthly LT meetings in conjunction with Site Head.
- **Site Collaboration & Coordination:** Collaborate and coordinate with leads of the Site Domains and Functions to ensure smooth day to day operational running of the site and to ensure execution of strategic site initiatives. E.g. Drug Development, IT, Legal, Finance, HR, Talent Acquisition, Facilities, Communications, Compliance, etc.
- **Site Value Proposition:** Support NOCC Head in setting and evolving the site value proposition and ensuring it is communicated to all site employees.
- **Site Governance:** 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.
- **Site Operational Excellence:** Provide leadership, and technical expertise for relevant productivity and OpEx programs across the NOCC Dublin, documenting and reporting project benefit and impact.
- **Site Stakeholder Management:** Draft, and keep up to date, a site stakeholder management plan. Purpose of the plan is to identify key stakeholders (internal and external) who contribute to the site's success.

- **Site Visits:** Prepare for, and host, internal and external visitors to the site. E.g. members of the Novartis Executive Committee, Government Ministers, academic institutions, etc.
- **Site Learning:** Collaborate with the NOCC LT and global cross NOCC Learning Team to create and implement an annual site learning plan. I.e. a curriculum of training courses that will lead to the upskilling of site employees, with a focus on skills tied to the site's strategy.
- **Site Engagement:** Support the NOCC Dublin Site Administration & Engagement Lead as they partner and collaborate with our Employee Resource Group network, helping to translate the voice of associates into programs and initiatives that support our culture and purpose.
- **Site Communications:** Support the NOCC Dublin Site Communications Lead as required. E.g. in ensuring site strategy and objectives are communicated to all employees, in supporting the preparation and delivery of quarterly site townhalls, etc.
- **Cross NOCC Governance:** Report on NOCC Dublin KPIs and key activities to central global NOCC governance teams.
- **Cross NOCC Collaboration:** Liaise and collaborate with other Site Operation Leads in other NOCCs as required. I.e. Hyderabad, Prague, Ljubljana, Mexico City and Kuala Lumpur.
- **External Stakeholder Engagement:** Engage with academic institutions, government departments and bodies, and the broader pharma and tech ecosystem to strengthen strategic partnerships and to drive the success of the NOCC Dublin site.

Minimum Requirements:

- Advanced degree in business, finance, or economics.
- Minimum 10 years of proven operational experience in business leadership, technology leadership or business services leadership in global organizations.
- Track record of driving organization change and successfully managing large scale transformations including operating models, technology, and business services.
- Experience in working in large / international companies preferable in globalized services, in matrix environments.
- Excellent communication, people management, stakeholder's management, and leadership skills.
- Fluent professional English language knowledge (written and spoken).

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>

Commitment to Diversity & Inclusion:

Novartis is committed to building an outstanding, inclusive work environment and diverse team's representative of the patients and communities we serve.

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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>

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Division

Operations

Business Unit

Universal Hierarchy Node

Location

Ireland

Site

Dublin (NOCC)

Company / Legal Entity

IE02 (FCRS = IE002) Novartis Ireland Ltd

Functional Area

BD&L & Strategic Planning

Job Type

Full time

Employment Type

Temporary (Fixed Term)

Shift Work

No

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