

# Vendor Alliance Lead - Associate Director

Job ID  
REQ-10041989  
Feb 27, 2025  
Reino Unido

## Resumen

LOCATION: London, UK or Dublin, Rep of Ireland  
ROLE TYPE: Hybrid Working, #LI-Hybrid

Reporting to the Head Vendor Alliance Laboratories, the Vendor Alliance Lead (VAL) for laboratories is responsible for the management of outsourced clinical activities and deliverables of Novartis' central lab partner(s). The VAL oversees the operational aspects of a central laboratory partner and is the expert for the assigned services within the External Relationship Management Teams (ERMT)s to drive value beyond cost from Novartis' external supplier base.

## About the Role

### Job Responsibilities:

- Responsible for supplier governance, oversight and issue management / escalation across global clinical operations, locally and cross-divisionally as required.
- Supporting the implementation of the agreed outsourcing program strategies.
- Lead business review meetings with lab partners based including Key Performance Indicator (KPI) and Key Quality Indicator (KQI) review.
- Function as a point of escalation for supplier issues which cannot be resolved at the individual Clinical Trial Teams level.
- Leverage knowledge, experience and understanding of service category(s) and suppliers to provide support and proactive risk management to the operational management within the ERMT(s).
- Lead supplier due diligence and qualification activities with ERMT.
- Use technological enablers to drive automated and systematic near-time issue resolution.
- Provides Health authority inspection support including CAPA management.

### Leadership Capabilities

- Demonstrated strategic skills; organizational knowledge; advanced planning and project management skills, as well as an advanced understanding of business processes.
- Ability to influence without authority & independently.
- Building highly functioning teams
- Very strong vendor management skills
- Partnering skills with internal and external stakeholder

### Your Experience:

**Education :** Advanced degree in science or business with equivalent experience

**Languages:** Fluent English, oral and written

**Experience/Professional requirements:**

- 5+ years working experience and excellent knowledge of the clinical operation processes and vendor management
- Excellent knowledge of Good Practice (GxP) and International Council for Harmonisation of Technical Requirements of Pharmaceuticals for Human Use (ICH) regulations
- Expert knowledge of clinical trial design and mapping to supplier requirements
- Thorough and technical understanding of Novartis specifications for supplier provided services
- Demonstrated leadership with supplier relationship management and/or expert knowledge of specific service areas
- Demonstrated partnering across divisions with internal and external stakeholders
- Demonstrated root cause analysis, problem solving, and solution generation skills
- History of successfully working in a cross-functional global team and proven ability to function in matrix structure organization
- Leadership to deliver projects according to required and deliverables
- Excellent influencing and communication skills
- Experience or expertise in one or more of Vendor Management Role accountabilities (e.g. global process ownership, business system owner, Standard Operating Procedure (SOP) & FMR management, global training on supplier related SOPs and processes)

**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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División  
Development  
Business Unit  
Innovative Medicines  
Ubicación  
Reino Unido  
Sitio  
London (The Westworks)  
Company / Legal Entity  
GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.  
Alternative Location 1  
Dublin (NOCC), Irlanda  
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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