

# Strategy & Operations Manager

Job ID

REQ-10041221

fév 21, 2025

Royaume-Uni de Grande-Bretagne et d'Irl. du Nord

## Résumé

LOCATION: LONDON, UK

ROLE TYPE: Hybrid Working, Maternity Cover

The Strategy & Operations Manager (S&O Manager) is accountable for the implementation and execution of strategy, communication, change management, key priorities, and function deliverables in the country/cluster. Responsible for generating business insights to drive productivity and provides strategic input for the Country/Cluster S&O Head and the country/cluster Leadership Team (LT).

## About the Role

### Major accountabilities:

- Drives translation, implementation, and execution of the global/hub strategic plan in the country.
- Provides country feedback and insights to the Global/Hub Head S&O community and ensures country needs are incorporated into the global/hub strategy as needed
- Identifies country-specific opportunities, challenges, and risks, supports mitigation with regards to systems and processes
- Responsible for local implementation of global systems and processes; Subject Matter Expert role for IT systems and processes in the country (including continuous feedback sharing and optimization regarding harmonization, simplification, performance, and efficiency)
- Prepares and analyses country-specific metrics and business insights and communicates them to the Country S&O Head, LT, and other internal and external stakeholders
- Drives overall country data quality mindset and initiatives (e.g., for Clinical Trial Management System (CTMS), Site Cockpit, Consumer Medicine Information (CMI), etc.)
- Supports innovation and change management processes, identifies strategic solutions to improve clinical study execution
- Develops country-specific communication, transformation and change management plans as needed
- Collects, compiles, and communicates feedback from/to internal and external stakeholders

### Key performance indicators:

- Timely, quality, and accurate analysis and reporting of country/cluster metrics, resource, workload, and portfolio performance
- Country/Cluster-specific input in global/hub strategy,
- Successful implementation and execution of global/hub strategy, communication, and transformation/change management on a country/cluster level

## Your Experience:

- Minimum 5 years' experience in pharmaceutical development, preferably in clinical research
- Demonstrated thorough change agile mind-set
- Experienced in Operations and Strategy of pharmaceutical development processes and in technical approaches
- Experience in performance management and productivity projects preferred (incl. application of quantitative approaches to re-designing processes, improving productivity and/or improving efficiency)
- Thorough understanding of the international and national aspects of drug development process, incl. international standards Good Clinical Practice / International Council for Harmonisation of Technical Requirements of Pharmaceuticals for Human Use (GCP/ICH), health authorities The Food Drug Administration / European Medicines Agency (FDA/EMA), local/National Health Authorities regulations and Novartis standards
- Good strategic thinking skills, ability to manage multiple projects, flexibility to quickly adapt priorities according to business and strategic needs
- Demonstrated experience in matrix organizations and ability to influence without authority
- Strong communication, presentation, and networking skills

## 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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Division

Development

Business Unit

Universal Hierarchy Node

Emplacement

Royaume-Uni de Grande-Bretagne et d'Irl. du Nord  
Site  
London (The Westworks)  
Company / Legal Entity  
GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.  
Functional Area  
Recherche & Développement  
Job Type  
Full time  
Employment Type  
Temporary (Fixed Term)  
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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