

# REFS Manager/Facility Manager

Job ID

REQ-10073076

Mar 04, 2026

LOC\_TR

## About the Role

Key responsibilities:

- Manager for a key part of the REFS function in a country/site or a has a global role overseeing strategic projects.
- Is responsible for maintaining company & regulatory legal requirements.
- May manage a medium/small team -As the REFS site representative, acts as the touchpoint between site-level customers across all REFS, gathering and maintaining a deep understanding of local business needs and challenging these needs to shape site level customer requirements ensuring all service activities deliver greatest value and quality -Establishes a regular operating rhythm and meeting structure with site management and ensures local leadership achieves/exceeds the customers expectation levels -Anticipates site-level customer needs and/or implications arising from business change taking place at the country/cluster or regional level and proactively discusses potential solutions with the customer ensuring close collaboration within REFS -Develops, owns and manages the REFS local account plans -Provides input for local innovative solutions/initiatives to deliver on the business case and works closely with Country/Cluster REFS Heads & COEs providing input into remediation plans -Drives customer satisfaction at a site level; develops, owns and manages the measurement of customer satisfaction at the site and drives corrective actions with the relevant parties when required -Ensures regular interactions with the sites through personal visits to review performance -Builds and develops talent within local REFS by creating succession plans for key positions, driving a continuous improvement mindset and developing and executing training in various areas of process excellence - Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable)

Key performance indicators:

- Responsible for the budgeting, cost control and change requests -Manages external partners at the site -Customer satisfaction -High level of stakeholder engagement (internal customers & external partners) -Performance management to achieve TCO targets -Implement a positive employee culture which leads to service quality and talent development to meet long-term growth objectives -Strategy execution rate internally and against benchmark -Level of standardization/ automation

Essential Requirements:

Work Experience:

- Collaborating across boundaries.
- Major Change.
- Financial Management.
- Operations Management and Execution.
- Project Management.
- People Leadership.

Skills:

- Design And Construction Management.
- Facility Management.
- Finance Management.
- Influencing And Persuading.
- Knowledge Of Creating Strategic Partnerships.

- Real Estate Management.
- Supplier Relationship Management.

Languages :

- English

Only CV in English will be considered for this role.

Why Novartis?

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here:

<https://www.novartis.com/about/strategy/people-and-culture>

Benefits and Rewards:

Read our handbook to learn about all the ways we'll help you thrive personally and professionally [Novartis Life Handbook](#)

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.

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to learn more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>

## Role Requirements

**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>

**Benefits and Rewards:** Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Division

DIV\_TO

Business Unit

Administration & Facility

Location

LOC\_TR

Site

Istanbul Ataşehir

Company / Legal Entity

TR01 (FCRS = TR001) Novartis Sağlık, Gıda ve Tarım Ürünleri San. Ve Tic. A.Ş.

Functional Area

FCT\_FA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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