

Senior Manager Operational Excellence

Job ID

REQ-10074172

Apr 17, 2026

LOC_IN

About the Role

Major accountabilities:

- Lead comprehensive diagnostics of complex processes, including As-Is mapping, pain point analysis, root cause identification, and To-Be process design.
- Identify process simplification, automation, and standardization opportunities.
- Apply structured problem-solving tools (Lean, Six Sigma, DMAIC, 5 Whys, Value Stream Mapping).
- Coach business teams on OpEx methodology and foster a culture of continuous improvement.
- Analyse operational performance metrics, cycle times, compliance KPIs, and process health indicators.
- Influence senior stakeholders through structured problem solving, clear storytelling, and evidence-based recommendations.
- Independently manage high quality cross functional projects with minimal supervision.
- Act as a trusted thought partner to senior leaders, influencing decisions through data driven insights and structured problem solving.
- Partner with Technology Transformation and digital teams to enable automation, analytics, and digital solutions that reduce manual effort and improve decision making.
- Identify and shape AI, automation, and advanced analytics use cases to simplify clinical and operational processes
- Facilitate and drive the culture of continuous improvement and process first mindset.
- Contribute to building a strong OpEx culture and capability within SPPO through knowledge sharing and best practice adoption.

Key Performance Indicators

Business Results:

- Process simplification
- Savings generated
- Improvement of quality of outcome
- Processes Efficiencies and Effectiveness
- Lead times and Productivity.

Strategy/Customer Focus:

- Business value generated

Capabilities & Expertise:

- Team culture (OurVoice)
- Capability development
- Improvement of culture of continuous improvement and process first mindset

Soft Skills:

- Level of collaboration – typically works at across Development and R-D-C Continuum.
- Strong ability to develop and manage internal stakeholder relationships at all levels.
- Ability to take control of ambiguous situations and drive practical change.

Job Dimensions

Number of associates:

- Up to 10 people

Financial responsibility:

(Budget, Cost, Sales, etc.)

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Impact on the organization:

- Impact across Development team. The BPE team supports all LFs and GPOs across the value chain in prioritized projects

Ideal Background

Education (minimum/desirable):

- Minimum:
- University degree
- Desirable: Further education and experience in
- Understanding of Novartis business, Pharma industry
- High Level understanding of drug development and clinical research
- Lean & Six Sigma Certification (Master Black Belt)
- Project management, change management, agile, data analytics are recommended.

Languages:

Proficient in English (read/write/speak)

Experience:

- 8-12 years' experience Operational Excellence, Process Excellence, Business Transformation, or related roles, preferably within pharma, life sciences, or regulated environments.
- Strong hands on expertise in Lean, Six Sigma, process reengineering, agile and continuous improvement methodologies
- Proven experience of working successfully in a collaborative team environment across different cultures, operating with and influencing others to achieve a common objective.
- Experience with digital transformation, automation, analytics, or technology enabled process improvements is highly desirable
- Ability to network, collaborate and lead work with involvement from Operations senior management and customer leadership teams of various functions at Global, Region and country level.

Competencies:

Managing complexity – Decision quality – Balances stakeholders – Global perspective – Cultivates innovation – Strategic mindset – Resourcefulness – Plans and aligns – Drives results –

Courage – Manages ambiguity

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_GD

Business Unit

Development

Location

LOC_IN

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

FCT_BS

Job Type

Full time

Employment Type

Regular

Shift Work

No

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