

Global Head - Global Clinical Operations (GCO) - Technology & AI

Job ID

REQ-10075792

Apr 22, 2026

LOC_CH

About the Role

This is a highly visible, enterprise-shaping leadership role, accountable for leveraging technology and AI-driven solutions in transforming clinical operations. You will lead large-scale transformation in a GxP-regulated environment, balancing ambition with pragmatism—delivering solutions that work at scale and drive measurable business impact.

Your purpose

You will ensure that GCO is equipped with modern, secure, compliant and scalable digital capabilities, enabling world-class clinical delivery, operational efficiency and data-driven decision-making. Partnering closely with GCO Leadership, enterprise Technology and AI teams, and key external partners, you will industrialize AI, clinical technology and analytics solutions that enhance execution, strengthen quality and accelerate cycle times across the clinical portfolio.

Key responsibilities

Strategic leadership & transformation

- Define and execute the multi-year GCO digital, operational data and AI strategy, aligned with Novartis enterprise priorities.
- Serve as a trusted advisor to the GCO Leadership Team on digital transformation, AI enablement, automation and technology investment decisions.
- Lead a major transformation agenda, shifting manual, fragmented processes into AI-enabled, orchestrated workflows at scale.

Technology, data & AI delivery

- Own delivery across six core capability pillars, including AI delivery, data analytics and visualization, technology platforms supporting study, site and clinical data operations, and metadata standards and integration.
- Identify, prioritize and industrialize high-value AI and GenAI use cases in a regulated environment, ensuring measurable outcomes.
- Oversee platform roadmaps, vendor partnerships, cybersecurity, data privacy, and quality standards across the GCO technology landscape.

People & change leadership

- Lead and inspire a global organization of ~80 professionals across AI, operational data, analytics and technology platforms.
- Build future-ready capability in AI, data science, analytics and platform leadership.
- Drive change management with a strong people focus—leading through influence in a complex, matrixed environment where adoption is as critical as technology.

Operational excellence & compliance

- Ensure reliable, on-time and within-budget delivery of GCO technology and AI initiatives.
- Maintain full compliance with GxP, data integrity, cybersecurity and regulatory requirements.
- Establish scalable governance models, operating frameworks and cross-functional ways of working to support global

execution.

What you will bring

Experience & expertise

- 10+ years of senior leadership experience in digital, data or technology roles within pharma, CRO, biotech or other highly regulated industries. Experience working within a GXP-regulated environment is essential.
- Deep understanding of clinical operations systems (e.g. CTMS, eTMF, RTSM, clinical data platforms).
- Proven track record of scaling AI / ML solutions in regulated environments, with strong delivery and change outcomes.
- Excellent track-record of delivering large-scale digital transformations
- Strong knowledge of drug development and GxP standards.
- Demonstrated success leading large, global, multidisciplinary teams and enterprise-level transformation programs.

Leadership capabilities

- Change-first mindset—able to inspire, influence and bring people through transformation.
- Strategic yet pragmatic, with a strong execution bias and focus on outcomes.
- Exceptional communication skills with the credibility to partner with senior leaders in a high support, high challenge environment.
- High emotional intelligence and the ability to lead through complexity and ambiguity in a matrix environment.

Education

- Advanced degree in Technology, Data Science, Engineering, Life Sciences or equivalent.
- MBA or equivalent leadership qualification is advantageous.

Swiss accommodation statement

Accessibility and accommodation:

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to inclusion.switzerland@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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_CH

Site

Basel (City)

Company / Legal Entity

C028 (FCRS = CH028) Novartis Pharma AG

Functional Area

FCT_RD

Job Type
Full time
Employment Type
Regular
Shift Work
No
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