

US REFS Cluster/Site Head

Job ID

REQ-10077512

May 28, 2026

LOC_US

About the Role

Location: Cambridge, MA

Major accountabilities:

- Establish a high-performance operation that meets agreed service levels, drives operational excellence against defined benchmarks in line with global standards. Build and develop talent and drive a continuous improvement mindset at the site. Be accountable for the statutory responsibilities and signing authority for the site operations and represent REFS as the senior site owner and local operational leader.
- Function as the strategic business partner at the site level, managing the relationships between REFS, strategic partners and stakeholders through strategic and proactive demand & supply management.
- P&L accountability forms an integral part of the role. Accountable for overall appearance and operability of the campus. Incumbent is expected to proactively drive change and improvements in overall appearance and operability of the campus, including regularly monitoring and shifting budgeted resources and offerings to meet changing demands of the business.
- Drive superior performance for all real estate & facility services, including focus on pharmaceutical R&D laboratory operations and functions, while ensuring standards are aligned with the overall REFS framework. Manage a large on-site external workforce through negotiated contracts (Facility maintenance, grounds, cleaning, food service, etc.). Ensure accountability and service levels are met through routine monitoring of KPI's, service levels and customer feedback.
- Leadership: Set clear objectives for the site in line with REFS vision and prepare budget in line with long-term business plan. Works closely with US REFS Design & Construction Management (DCM) head to closely manage cluster CAPEX projects and to develop and maintain current, campus strategic master plans.
- Works closely with US REFS Head of Real Estate on leased properties to ensure competitive market pricing and that long term space needs are in alignment with lease terminations.
- Develops strategic relationships with Novartis businesses areas (Biomedical Research, Development, US Innovative Medicines, etc.), remains informed and current with the business and understands the needs and converts into footprint strategy.
- Facilitates the development of change management approaches required when introducing changes to work environment, service offerings or amenities to the NVS user groups. Aligns internally and externally across geographies and industry for best practices and trends, especially related to laboratory and office workplace design. Responsible for group-wide adherence to all statutory requirements related to buildings, land use, permitting and life safety codes. Participates in inspections and audits as required.
- Understands and operates under Novartis budgetary guidelines and manages expenditures according to budget. Drive culture within organization that retains and develops talent to create a pipeline for organizational growth, as well as one which values diversity and embraces inclusive behaviors.
- Coaches and mentors team members with regards to current performance and future development; stretches individual team members to achieve outside their comfort zone; motivates team to achieve challenging objectives while fostering a high degree of team satisfaction.

Minimum Requirements:

- 10 - 15 years of experience in operations role(s) such as facility or plant management. Proven technical ability related to infrastructure, building and laboratory systems.

- Understanding of statutory requirements specifically building codes, life safety, permits and land use
- Knowledge of critical regulations and standards such as GxP, BOMA, Land Use, basic leasing terms, etc. Regulatory knowledge as related to Pharma industry.
- Strong negotiation skills, influencing and persuading. Stakeholder management with an ability to present to, interact and persuade senior business leaders.
- Ability to develop and maintain partnerships with internal as well as external organizations to achieve goals.
- Proven success in a collaborative environment, ability to excel in cross-functional teams with multiple stake holders.
- Real estate and asset management and Financial management

Novartis Compensation Summary:

US Salary Transparency

The pay range for this position at commencement of employment is expected to be between \$168,000 and \$312,000 annually; however, while salary ranges are effective at the time of posting, fluctuations in the job market may necessitate adjustments to pay ranges. Final pay determinations will depend on multiple factors, including but not limited to geographic location, experience level, knowledge, skills, and abilities.

The total compensation package for this position may also include other elements, where applicable, including discretionary bonuses and a full range of medical, financial, and/or other benefits. Eligible employees may receive benefits such as health insurance, life and disability coverage, a 401(k) with company contribution, and various paid time off benefits, including vacation, sick time, and parental leave. Details of participation in these benefit plans will be provided if an offer of employment is extended.

If hired, the employee will be employed in an at-will position, and the Company reserves the right to modify base salary or other compensation programs at any time based on business or market factors.

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_US

Site

Cambridge (USA)

Company / Legal Entity

U061 (FCRS = US002) Novartis Services, Inc.

Functional Area

FCT_FA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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