NOVARTIS

Trial Vendor Associate Director

Job ID
REQ-10079543
Jun 04, 2026
LOC_GB

About the Role

Key Responsibilities:

- Act as the single point of contact for vendor service delivery at the study level, partnering with vendors and cross-functional teams within the Clinical Trial Team (CTT)
- Provide end-to-end oversight of vendor deliverables, ensuring alignment with study timelines, scope, and quality expectations for vendors including (but not limited to) eCOA, central labs, IRT, cardiac, PR&R
- Review vendor-related protocol sections during protocol development. Work with the Vendor Start-up Manager to ensure that the protocol is appropriately represented in the vendor specifications
- Oversee vendor financials, including budget tracking, invoice reconciliation, and PO management and close-out
- In collaboration with vendors, study start up leads and vendor start up managers, ensure that all key vendor deliverables and documentation are in place to support submission during study start-up
- Lead UAT activities for vendor systems (e.g., eCOA, IRT), and contribute to vendor system validation
- Drive site activation from a vendor perspective, compile vendor related central documents, and address risks/issues during site activation and throughout the life-cycle of a site
- Manage vendor performance, risks, and issue resolution, driving mitigation plans in collaboration with vendors and study teams

Essential Requirements:

- Significant industry experience with clinical operations and vendor management processes (ideally 5+ years).
- Strong understanding of GxP and ICH regulations.
- Solid knowledge of clinical trial design and alignment to supplier requirements.
- Experience conducting User Acceptance Testing (UAT) for eCOA and IRT systems.
- Proven expertise in vendor management, including outsourcing, contracting, and sourcing clinical services.
- Results-oriented, with a track record of completing projects on time.
- Ability to collaborate effectively in cross-functional teams within a matrixed environment.
- Strong influencing, negotiation, communication, and problem-solving skills.

Preferable Requirements

- Audit & inspection experience
- Sponsor/CRO/vendor acquisition or transition studies experience
- Protocol writing experience

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_GB
Site
London (The Westworks)
Company / Legal Entity
GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.
Alternative Location 1
LOC_IE
Functional Area
FCT_RD
Job Type
Full time
Employment Type
Regular
Shift Work
No
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