

Business Process Excellence Sr Specialist

Job ID

REQ-10078278

May 29, 2026

LOC_IN

About the Role

Major Accountabilities

AI Enablement for the BPE Journey

- Identify and frame AI-enabled opportunities across the BPE lifecycle, including process discovery, performance monitoring, root-cause analysis, decision support, and continuous improvement
- Educate and support GPOs, process owners, and BPE practitioners on how AI (including GenAI and Agentic AI) can be applied to business process challenges. Help process teams understand when and where AI is appropriate, versus traditional process improvement approaches

Process & Transformation Advisory

- Partner with Global Process Owners (GPOs) and Business Units to shape AI-enabled improvement themes and roadmaps, aligned to process KPIs and value drivers
- Translate emerging AI trends (e.g., Generative AI, Agentic AI, Automation + AI) into business-relevant use cases, examples, and guidance. Support prioritization decisions by articulating value potential, readiness, dependencies, and governance considerations

Value Framing & Business Support

- Support the business framing of AI initiatives, including problem statements, value hypotheses, success criteria, and adoption considerations
- Enable GPOs and process teams in preparing initiatives for handover to DDIT and technology teams, ensuring clarity of intent and outcomes. Capture and share value realization insights, adoption learnings, and best practices across the BPE community

Process–Technology Interface (Enablement Role)

- Act as a bridge between process teams and DDIT / technology partners, facilitating shared understanding of scope, roles, and success measures. Support alignment on governance checkpoints, engagement models, and responsibilities, while remaining non-technical and non-deploying

Community of Practice & Capability Building

- Enable and strengthen the BPE AI Community of Practice, supporting structured learning, knowledge sharing, and reuse of AI-in-process examples. In collaboration with DDIT and technology partners, support AI demonstrations, pilots, and showcases to build awareness and confidence across teams
- Contribute to the development and reuse of guidance, playbooks, and reference materials for responsible AI adoption within BPE

Standards & Thought Leadership

- Contribute to evolving enterprise standards, governance approaches, and AI-enabled capability building across a global organization. Continuously scan and bring in external best practices in AI-enabled process excellence to inform internal guidance and ways of working

- Bachelor's degree in Business, Engineering, Data & Analytics, Computer Science, Mathematics/Statistics, Life Sciences, or a related field
- Master's degree or MBA preferred
- Strong understanding of AI concepts and application patterns (including Generative AI and Agentic AI) from a business and process perspective
- Solid grounding in process excellence and continuous improvement methodologies
- Ability to educate, coach, and lead AI sessions and meetings
- Strong skills in problem framing, value articulation, and prioritization
- Excellent stakeholder management and communication skills, including engagement with senior audiences
- Experience supporting AI initiatives through use-case definition, adoption planning, or change enablement

Desired skills

- Hand on experience in creating AI agent and related technologies (e.g., agent orchestration, decision agents, human-in-the-loop models) from a conceptual to build
- Relevant AI or data-related certifications (e.g., Generative AI, AI/ML fundamentals, analytics, digital transformation), demonstrating continuous learning

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>

Commitment to Diversity and Inclusion:

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' 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 hear 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

Other

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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