

QA Operations Head (Associate Director)

Job ID

REQ-10083721

Jul 21, 2026

LOC_US

About the Role

Key Responsibilities

- Lead Quality Operations oversight to ensure compliance across manufacturing activities and QA Operational Excellence.
- Provide quality leadership for product release, batch record review, and disposition activities.
- Drive investigation of deviations, out-of-expectation results, and complaints, ensuring effective corrective actions.
- Lead continuous improvement initiatives to strengthen quality performance, compliance, and operational excellence.
- Support validation, technology transfer, commissioning, and implementation of new manufacturing processes and equipment.
- Ensure ongoing inspection readiness and successfully support internal, customer, and regulatory audits and inspections.
- Develop, coach, and lead high-performing teams while fostering a culture of accountability and learning.
- Manage resources, capacity planning, and quality metrics to achieve business and compliance objectives.
- Explore the potential of data and technology to support the manufacturing site's transformation journey in line with Novartis Technical Operations strategy.

Essential Requirements

- Bachelor of Science or Master of Science in Life Sciences, Pharmacy, Chemistry, Biotechnology, or related scientific discipline; advanced degree preferred.
- Minimum 8-10 years of relevant pharmaceutical experience including direct experience in oral solid dosage manufacturing which can include expert roles in Production, Manufacturing Science and Technology and/or Engineering, in addition to Quality.
- Demonstrated Quality Operations leadership experience with responsibility for product release, compliance, inspection readiness, people leadership, talent development, performance management, and cross-functional collaboration.
- Experience with Health Authority inspections (preferably FDA) and regulatory procedures
- Proven experience leading deviation investigations, corrective and preventive actions, validation activities, and continuous improvement initiatives.

Desirable Requirements

- Previous involvement with facility start-ups, qualifications, validations, transfers
- Qualifications or certification in Lean Management, Operational Excellence, or continuous improvement methodologies.

The salary for this position is expected to range between \$138,600 and \$257,400 per year. The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors. Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards. US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

To learn more about the culture, rewards and benefits we offer, our people click [here](#).

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

Quality

Location

LOC_US

Site

Durham

Company / Legal Entity

U473 (FCRS = US473) Novartis Gene Therapies

Functional Area

FCT_QA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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