

Manager, Market Engagement & Governance

Job ID

REQ-10087125

Sep 02, 2026

LOC_IN

About the Role

Key responsibilities:

Market & Stakeholder Engagement

- Act as a primary point of contact for assigned markets, regions, and above-country stakeholders.
- Gather, prioritize, and coordinate business requests through structured demand governance processes.
- Facilitate collaboration across BSI, CLS, DDIT, Finance, and partner functions.
- Ensure stakeholder needs are understood, addressed, and routed to the appropriate teams.
- Support issue resolution and monitor stakeholder satisfaction with delivered solutions.

Demand Governance & Prioritization

- Support demand intake, prioritization, and tracking across BSI service areas.
- Ensure requests are evaluated and aligned with business priorities, resource availability, and strategic goals.
- Maintain visibility of demand pipelines, resource requirements, risks, and dependencies.
- Support governance forums and decision-making processes.
- Ensure transparency and consistency in prioritization and execution.
- Partner with BSI leadership and functional team to align activities with International and CLS priorities.

AI Governance operations

- Coordinate AI governance activities across stakeholders, technology, risk, legal, and compliance stakeholders.
- Manage AI governance processes, approvals, controls, and reporting frameworks.
- Monitor governance compliance, risk mitigation, and operational KPIs, driving corrective actions where required.
- Manage stakeholder engagement, change management, training, and continuous improvement of AI governance framework in International

Customer Experience & Operational Excellence

- Establish ongoing dialogue with stakeholders to understand satisfaction levels and business needs.
- Monitor adoption and effectiveness of BSI solutions and services.
- Support KPI development, reporting, and performance reviews for stakeholder engagement activities.
- Identify opportunities to improve customer experience, governance effectiveness, and service performance.
- Promote a customer-centric culture across BSI Operations.

Continuous Improvement, AI & Change Enablement

- Identify and implement process improvements that increase efficiency and transparency.
- Drive adoption of automation, GenAI, and digital productivity solutions.
- Support change management activities associated with new services, processes, and operating models.
- Contribute to competency development and best-practice sharing across BSI Operations.
- Leverage AI tools such as Microsoft Copilot and AI Agents to improve productivity and stakeholder service.

Functional Skills & Knowledge

- Strong stakeholder management and customer engagement capability.
- Understanding of demand governance, prioritization, and operational planning processes.
- Experience working in cross-functional, matrixed, and global business environments.
- Strong communication, facilitation, and influencing skills.
- Understanding of operational excellence and continuous improvement methodologies.
- Experience with KPI development, performance reporting, and stakeholder management reporting.
- Ability to align business priorities with operational execution.
- Strong problem-solving and issue-resolution skills.
- Knowledge of GenAI, automation, and digital productivity solutions.
- Good commercial awareness and understanding of International business operations.

Essential Requirements:

- Stakeholder satisfaction and engagement effectiveness.
- Timely and effective demand intake, prioritization, and resolution.
- Alignment of BSI activities with market, regional, and CLS priorities.
- Adoption and utilization of BSI solutions and services.
- Quality and timeliness of governance reporting and operational reviews.
- Successful resolution of stakeholder issues and escalations.
- Delivery of operational excellence and continuous improvement initiatives.
- Productivity improvements enabled through AI, automation, and simplification efforts.

Ideal Background

- 8–12 years of relevant experience, aligned to a Manager level role.
- Experience in stakeholder engagement, governance, operations, business excellence, PMO, customer success, consulting, or related business functions.
- Experience working in global, matrixed organizations with multiple stakeholder groups.
- Strong track record in cross-functional collaboration and stakeholder management.
- Experience supporting governance forums, prioritization processes, and operational planning activities.
- Exposure to business transformation, change management, or operational excellence initiatives.
- Experience working with reporting, dashboards, performance metrics, and management information.
- Demonstrated ability to influence without authority and build trusted partnerships.
- Pharmaceutical, healthcare, life sciences, or similarly regulated industry experience preferred.
- Proficiency in using Generative AI tools (e.g., Microsoft Copilot, AI Agents) to improve productivity, decision-making, and stakeholder engagement.

Desirable Requirements:

- Stakeholder Management
- Market & Customer Engagement
- Demand Governance
- Operational Planning
- Cross-functional Collaboration
- Customer Experience Excellence
- Governance & Compliance
- Performance Management & KPIs
- Communication & Influencing
- Problem Solving
- Continuous Improvement
- Change Management
- Business Excellence
- AI & Automation Enablement
- Strategic Thinking
- Planning & Prioritization

- Relationship Management
- Operational Excellence

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Role Requirements

Division

DIV_IM

Business Unit

General Management

Location

LOC_IN

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

FCT_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

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