

KM Change Lead

Job ID

REQ-10088140

Sep 30, 2026

LOC_IN

About the Role

Key Responsibilities

Change Management Leadership

- Define, implement and continuously enhance the Change Management and Adoption framework, methodologies, governance, standards and best practices for Knowledge Management (KM) initiatives.
- Drive consistency, quality and scalability of change management practices across the KM portfolio.
- Incorporate behavioral science, user-centered approaches and data-driven methodologies to improve adoption outcomes.

Change Strategy & Adoption

- Develop and execute enterprise-wide change management and adoption strategies for KM and digital transformation initiatives.
- Design and implement stakeholder engagement, communication, training, readiness and reinforcement plans.
- Leverage champion networks, communities of practice, recognition programs and gamification techniques to drive sustainable behavior change.

Portfolio Governance & Delivery Oversight

- Oversee change management activities across multiple projects and programs, including prioritization, resource allocation, capacity planning and delivery governance.
- Provide leadership reporting on adoption, engagement, value realization and program performance.
- Identify risks, recommend mitigation plans and ensure successful change outcomes across initiatives.

End-User Engagement & Continuous Improvement

- Conduct workshops, listening sessions, co-creation activities and feedback forums to understand user needs and challenges.
- Translate user insights into actionable recommendations that improve solutions, user experience and adoption strategies.
- Establish continuous feedback mechanisms to drive ongoing improvement and engagement.

Adoption Analytics & Value Realization

- Define and track KPIs related to adoption, engagement, usage, behavioral change and business value.
- Analyze usage metrics, search trends, content engagement and AI-driven insights to identify adoption opportunities and barriers.
- Develop targeted interventions and leadership recommendations based on performance data and user behavior insights.

Stakeholder Management & Sponsorship

- Partner with senior leaders, sponsors and key stakeholders to build alignment and secure commitment to change initiatives.
- Manage stakeholder expectations, address resistance and influence decision-making through evidence-based

recommendations and storytelling.

- Lead risk assessment and readiness activities to ensure successful adoption and value realization.

People Leadership

- Lead, coach and develop a team of Change Management professionals.
- Drive performance management, capability building, workforce planning and succession management.
- Foster expertise in behavioral science, change leadership, stakeholder engagement and adoption analytics.

Knowledge Management Advocacy

- Act as a KM ambassador with business leaders and stakeholders.
- Identify opportunities to expand KM adoption and demonstrate measurable business value.
- Support strategic partnerships and initiatives that strengthen organizational knowledge-sharing capabilities.

Essential Requirements

- Bachelor's degree in Business, Organizational Development, Human Resources, Communications, Knowledge Management or a related discipline.
- 12+ years of experience in Change Management, Organizational Transformation, Adoption, Knowledge Management, Consulting, Communications, Project or Program Management within a corporate environment.
- Proven experience leading large-scale, complex change and transformation initiatives from strategy through adoption and value realization.
- Strong experience working with and influencing senior stakeholders in global, matrixed organizations.
- Demonstrated experience partnering with Europe-based stakeholders and managing geographically distributed teams.
- Proven people leadership experience, including coaching, talent development, performance management and capacity planning.
- Strong expertise in stakeholder engagement, sponsorship management and resistance management.
- Experience applying behavioral science and user-centered design principles to improve adoption outcomes.
- Strong analytical skills with experience using adoption, engagement and usage data to drive change interventions.
- Experience supporting digital, technology, AI-enabled, data or Knowledge Management solutions.
- Excellent communication, facilitation, presentation and storytelling capabilities.
- Demonstrated ability to manage multiple priorities and drive results in a fast-paced environment.

Desirable Requirements

- Experience within Life Sciences, Healthcare or other highly regulated industries.
- Professional certifications in Change Management (Prosci, ACMP, APMG or equivalent).
- Experience leading global Knowledge Management transformation programs.
- Exposure to AI-enabled knowledge solutions, enterprise search platforms and digital workplace technologies.
- Knowledge of gamification, community-building and engagement frameworks.
- Experience with adoption analytics, dashboard development and value realization measurement methodologies.
- Consulting background with experience advising executive leadership teams.
- Familiarity with organizational design, operating model transformation and enterprise change initiatives.
- Advanced facilitation and workshop design expertise.
- Strong understanding of continuous improvement and operational excellence practices.

Key Skills

- Change Management & Organizational Transformation
- Stakeholder Engagement & Executive Influencing
- Change Adoption & Behavioral Science
- Strategic Communications & Storytelling
- Adoption Analytics & Data-Driven Decision Making
- Knowledge Management
- People Leadership & Team Development
- Portfolio & Program Governance
- Risk & Readiness Management

- User-Centered Design & Voice of Customer
- Value Realization Measurement
- Continuous Improvement & Innovation
- Gamification & Engagement Strategies

Role Requirements

Division

DIV_IM

Business Unit

Corporate & Division Services

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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