

Senior Principal Product Operations Manager

Job ID
REQ-10010783
Jul 17, 2024
India

Summary

Novartis' Biomedical Research (BR) Informatics (RX) is establishing a strong presence in India, and we are seeking multiple proactive and versatile professionals in the role of Product Operations Manager.

As Product Operations Manager you co-lead and manage, together with a Product Manager and a Tech Lead, a complex, globally deployed, high-impact scientific software product. Together you ensure your Product contributes to an intentional, integrated, and capability-based product architecture and continuously increases the value defined by the strategic mandate of your Product Line to deliver significant impact to BR drug discovery.

In the co-leadership context, you are accountable for providing the operational perspective, outcomes, and the operational excellence of your Product, ensuring cost-effectiveness and sustainability of Product operations.

About the Role

Role Title: Senior Principal Product Operations Manager

Location: Hyderabad

Biomedical Research (BR) is the global pharmaceutical research organization of Novartis. With approximately 6,000 scientists and physicians around the world, our research is focused on discovering innovative new drugs that will change the practice of medicine. We have an open and entrepreneurial culture, encouraging collaboration to make effective therapies.

At BR, our mission is to discover innovative medicines that treat disease and human health. To do that, our scientists need cutting-edge, state-of-the-art computing systems.

With Research Informatics (RX), BR is making a strategic investment into informatics capabilities and is positioning itself to deliver the systems and services that are critical to the future of drug discovery.

Roles and responsibilities:

You co-lead, together with a Product Manager and a Tech Lead, a medium to large matrixed, cross-functional product team consisting of software, data and infrastructure engineers, business analysts, designers, and user supporters and trainers. In the co-leadership context, you are accountable for providing the operational perspective, and for the operational outcomes. Specifically:

- You own all operational aspects of your Product, including stable operations and infrastructure, end-user communication, training, and support, as well as meeting security, compliance, usability, performance

and sustainability requirements.

- You facilitate the definition and implementation of operational excellence of your Product, ensuring cost-effectiveness and sustainability of Product operations.
- You ensure continuous optimization of the operating model of your product by establishing and optimizing operational metrics and trends to reduce operational overhead and cost while sustaining and improving existing value for BR.
- You engage with key team members in the Product matrix to demonstrate operational synergies.
- You lead and develop a team of Product Operations Experts and provide them with the strategic context vital to effectively prioritize operational activities.

You craft your product teams' culture and processes for success by exemplifying excellence in product operations, and by combining your knowledge drug discovery processes to advance and support BR science. Together with the team, you contribute to the adaptation and fine-tuning of the roles and responsibilities to the specific needs of the team and the product context, and you help your Product team to effectively prioritize product roadmaps and resources, measure product success, and assess value delivery.

You contribute to all aspects of delivery of your Product, including the overall vision, strategy and roadmap of the product, as well as the efficient balance between investment and value delivery. This includes:

- Planning and managing Product operations resources, delivery, and product application life cycle.
- Managing and mitigating operational risks.
- Ensuring roadmaps, plans, progress, status reports on risks and challenges, and value metrics are kept accurate and up to date reflecting the operational perspective.
- Ensuring adherence to Novartis global Information Security and Quality standards and policies for all products/services.
- Ensuring regulatory Compliance (e.g. GLP & GCP) standards and policies for GxP products/services.

Essential Requirements:

You are passionate about and experienced in product operations in sophisticated business environments and have proven experience in a core drug discovery scientific discipline such as biology, chemistry, or computational sciences. You have an intrinsic drive to improve the quality, speed, and impact of scientific research by providing exceptional software products. You are highly collaborative, skilled at dealing with ambiguity, and use your strategic mindset to understand priorities of possible product activities and developments in a broader business context.

In addition, you bring many of the following expertise and capabilities, and the drive to grow into the rest:

- The ability to lead effectively in a co-leadership model inside of a matrix organization, and to contribute to collaborative development and promotion of a shared vision.
- Domain expertise in the drug discovery industry
- Strong communication skills
- Agile mindset and experience with Agile software development
- Courage to constructively challenge the status quo, to experiment, and to take smart risks.
- Quantitative skills and the ability to use data and metrics to advise decisions
- Creativity in identifying, encouraging, and accelerating innovative solutions, including in GxP supervised environments if applicable.
- Ability to effect change, handle conflict, and create consent through direct and indirect influence
- Proven track record to execute consistently, rapidly, and effectively
- Having a clear and visible set of values and acting with integrity.

Education & Qualifications

- Bachelor's Degree in life sciences required; advanced degree or equivalent experience in scientific or business preferred (or relevant business experience)

Experience

You have relevant subject matter expertise, obtained through experience or education, in

- Team leadership in an agile environment.
- Scientific software product operations in a sophisticated matrix environment.
- Drug discovery or a core supporting scientific field.

Commitment to Diversity & Inclusion: We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve

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>

You'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

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>

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>

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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

Division

Biomedical Research

Business Unit

Innovative Medicines

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.india@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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