

# Assoc. Dir. DDIT OPX Partnership Mgmt.

Job ID  
REQ-10001680  
Jun 19, 2024  
India

## Summary

- Experience in external workforce management. - Responsibility to Drive On and Off boarding of associates across DDIT Functions in alignment with P&O, IT, Training etc -Operationalizes the outsourcing strategy in working with directors and function line management -Governs supplier performance through periodic operational and strategic governance calls for strategic suppliers, acts as contractual escalation point for non - strategic suppliers -Tracks negotiated savings as per transformation targets

## About the Role

### Major accountabilities:

- Responsibility to Drive On and Off boarding of associates across DDIT Functions in alignment with P&O, IT, Training etc
- End-to-end accountable of the process, manage incoming service requests and related follow up activities according to set KPIs
- Ensure all process Service Level Agreements (SLAs) are met. Track the performance, identify gaps and improvement areas
- Reporting on service performance regularly and on need basis
- Develop and enhance relationships with key stakeholders, actively manage their expectations and monitor satisfaction levels and service adoption
- Responsible for respective service processes and improvements.
- Manage the lifecycle of incidents/Service Requests and minimize their adverse impact on business operations
- Conduct review meeting with Functions and present Service updates to senior management
- Work with ServiceNow development team to enhance Service Catalog items
- Drive initiatives, Service Improvements and associated efforts.
- Generating insights on the process and the data available from the process
- Work closely with supplier operations and insights leadership team to build quarterly and monthly dashboards providing insights on Externals
- Enable leaders with the reporting for all services/major vendor accountabilities are delivered to the agreed SLAs.
- Responsible to deliver solution associated with Dashboarding and Reporting
- Actively manages supplier performance for the assigned function.
- Owns contractual deliverables and obligations for all contracts within the assigned function.
- Maintains and builds strong relationships with key suppliers in the assigned function.
- Effectively handles with contractual/account level escalations for the function.

**Key performance indicators:**

- Sustainable optimization of supplier engagements (example: number of consolidations, delivery model improvements, negotiations, and demand management).
- Quality of supplier engagements / relationships.
- Customer satisfaction and escalation resolution (example: satisfaction of TT “customers” and supplier account leads).
- Accurate, consistent, and high-quality reporting on TT supplier performance.

**Minimum Requirements:****Work Experience:**

- Functional Breadth.
- Strategy Development.
- Leading large and/or diverse multi-functional teams.
- Geographic Scope.
- Major Change.
- People Leadership.

**Skills:**

- Performance Management.
- Risk Management.
- Stakeholder Management.
- Supplier Relationship Management (Srm).
- Vendor Management.
- IT Service Management experience
- Stakeholder Management
- Proficiency in Presentations, Excel, QlikSense, SharePoint reporting and insights
- ServiceNow, Workday experience preferred
- Ability to collaborate across teams and good understanding of business processes
- Analytical and Logical Thinking skills

**Languages :**

- English.
- 

**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>**

**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>**

**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>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:

<https://talentnetwork.novartis.com/network>

Division

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

Job ID

REQ-10001680

**Assoc. Dir. DDIT OPX Partnership Mgmt.**

[Apply to Job](#)

---

**Source URL:** <https://www.adacap.com/careers/career-search/job/details/req-10001680-assoc-dir-ddit-opx-partnership-mgmt>

**List of links present in page**

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://www.novartis.com/careers/benefits-rewards>
3. <https://talentnetwork.novartis.com/network>
4. <https://www.novartis.com/about/strategy/people-and-culture>
5. <https://talentnetwork.novartis.com/network>

6. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/Hyderabad-Office/Assoc-Dir-DDIT-OPX-Partnership-Mgmt\\_REQ-10001680](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/Assoc-Dir-DDIT-OPX-Partnership-Mgmt_REQ-10001680)
7. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/Hyderabad-Office/Assoc-Dir-DDIT-OPX-Partnership-Mgmt\\_REQ-10001680](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/Assoc-Dir-DDIT-OPX-Partnership-Mgmt_REQ-10001680)