

Senior Principal Product Operations Manager

Job ID
REQ-10010783
Aug 20, 2024
India

Summary

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.

About the Role

Role Title: Senior Principal Product Operations Manager

Location: Hyderabad

Job Purpose:

- **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.**

Roles and responsibilities:

You co-lead, together with a Product Manager and a Tech Lead 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:

- **You own all operational aspects of your Product, including stable operations and**

infrastructure, end-user communication, training, and support, including request and incidents as well as meeting security, compliance, usability, performance and sustainability requirements.

- You facilitate the 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 stakeholders in the Product matrix to leverage operational synergies.
- You guide a team of Product Operations Experts and provide them with the strategic context necessary to effectively prioritize operational activities.
- You contribute to all aspects of delivery of your Product, including the overall vision, strategy and roadmap of the product, as well as the optimal 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.
 - Where applicable ensuring regulatory Compliance (e.g. GLP & GCP) standards and policies for GxP products/services.

Experience Requirements (Core Skills and Capabilities):

You are passionate about and experienced in product operations in complex business environments and have domain knowledge in a core drug discovery scientific discipline such as biology, chemistry, or computational sciences. 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 inform decisions**
- **Creativity in identifying, encouraging, and accelerating innovative solutions, including in GxP regulated environments if applicable.**
- **Ability to effect change, manage conflict, and create consent through direct and indirect influence**
- **Proven ability to execute consistently, rapidly, and effectively**
- **Having a clear and visible set of values and acting with integrity.**

Education and Qualification Requirements:

- **You have relevant subject matter expertise, obtained through experience or education, in Scientific software product operations and support in a complex matrix environment, Drug discovery or a core supporting scientific field.**

Language Requirements: English fluent

Additional desired technical skills:

- **Windows or Linux OS**
- **Cloud (AWS, Azure)**
- **Visualizations & Analytics expertise, Spotfire**
- **Cheminformatics basics**
- **Python, Java, Javascript, SQL, .Net**
- **Jira/SNOW**

- QA testing
- Data management skills
- Lab automation experience
- Analytical & medicinal chemistry workflows
- Study management systems
- Sample registration systems
- CSV & GXP knowledge

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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Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

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

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