

# Senior Manager Vendor Management

Job ID  
REQ-10015970  
Aug 02, 2024  
India

## Summary

**About the Role:** The role is responsible to support the definition of the Vendor Management strategy for PS&T services, facilitate and maintain relationships between PS&T and vendors, negotiating contracts, ensuring vendors meet performance and compliance standards, and support identifying the best available vendors. The role also manages and delivers continuous improvements and innovation activities in close collaboration with value stream teams, business stakeholders and vendors to drive efficiency and cost savings.

## About the Role

### Major accountabilities:

- Lead vendor governance framework and supplier review processes; drive vendor consolidation at global and local level in collaboration with Value Streams and Procurement
- Facilitate creation and maintenance of master service agreements' overview, supervise expiry dates, and handle prolongation in alignment with PS&T Leadership, and contribute to decision-making process
- Supervise and review vendor costs/payments in coordination with Procurement, BPA and vendors to ensure all invoices raised and paid in accordance with vendor agreements; perform budget reviews, reconcile invoices and facilitate PO close-out processes; initiate service credits in justified cases
- Cultivate and maintain relationships with vendors across various levels (Global/Regional/Country) in collaboration with Value Stream teams and Procurement
- Define, measure and report Key Performance Indicators (critical metrics) for vendors; ensure vendors meet service quality and service level standards in their service delivery
- Lead the development and execution of key vendor risk management activities
- Resolve supplier performance and governance issues; handle customer concerns
- Develop outside-in approach to bring back insights and learnings from vendors in order to optimize service delivery or other enablement functions
- Lead improvement and innovation activities, collaborating with Procurement, business customers, and suppliers to enhance operational efficiency and effectiveness
- Handle the performance and talent development of direct reports within the Vendor Management team

What you'll bring to the role:

- Bachelor/Master degree (Master degree is preferred) in HR/ Accounting/Finance Business or related field is preferred
- 10+ years professional experience in HR Operations, Procurement or Finance
- Experience in vendor management, preferably within HR Operations
- Cross-functional and cross-culture experience
- Relationship and stakeholder management

Desirable Requirements:

- Good written and oral communication skills
- Influencing and negotiation skills
- Project and contract management skills
- Problem solving and analytical skills with excellent reporting capabilities

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Division

People & Organization

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Procurement

Job Type

Full time

Employment Type

Regular

Shift Work

No

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