

# Sr. Spec. DDIT IES Supplier Management

Job ID  
REQ-10026001  
Oct 18, 2024  
India

## Summary

Summary

About the Role:

The role is responsible to support the definition of the Vendor Management services, facilitate and maintain relationships between Infra & End User Services 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.

Supplier Management Expert is responsible for serving as the key point of contact for a portfolio of vendors, serving as the primary point of contact for vendor escalation, hosting monthly Operational and Commercial reviews to ensure contract adherence, service level agreement (SLA) compliance, enforcement of financial penalties, and ensure that contractual obligations are met

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### Major accountabilities:

Lead vendor governance framework and supplier review processes, service level agreement (SLA) compliance, enforcement of financial penalties, and responsible for adherence of all contractual obligations

- Execute and Support vendor consolidation at global and local level in collaboration with Value Streams and Procurement.
- Take accountability to ensure adherence with Security and Compliance policies and procedures within supplier management scope.  
Supervise and review vendor costs/payments in coordination with Procurement, Finance 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
- Drive and support Tools Automation (ARIBA), Process Simplification and standardisation for Supplier Management Scope within IT Infra Services unit
- 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
- Provide required MIS and Dashboards on weekly, Monthly and Quarterly
- Develop outside-in approach to bring back insights and learnings from vendors 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
- Learning flexibility and willingness to try new things - Self-managed, strong initiative & multi-tasker
- Drive complex programs within Supplier & Contracts Mgt etc. for demergers, Acquisitions etc.

#### Education & Skills

- Degree/master's degree (master's degree is preferred) in Accounting/Finance Business or related field is preferred
- 8 -12 years of professional experience in Project Management, Procurement or Finance
- 2-3 years of experience in IT Infrastructure Services.
- Good understanding of engagement Models such as Managed Services, Fixed Price models etc.
- Exposure to Service Management principles as a practitioner is a big Plus.
- Cross-functional and cross-culture experience
- Relationship and stakeholder management
- Good written and oral communication skills
- Advanced Excel and PPT Skills
- Problem solving and analytical skills with excellent reporting capabilities
- IT Program/Project Delivery exposure is a plus

IT Program / Project Delivery exposure a plus

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Division

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area  
Information Technology  
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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