

AI and Innovation Change Lead

Job ID
REQ-10042884
Mar 13, 2025
United Kingdom

Summary

The AI and Innovation Change Lead is responsible for developing the overall Change Management strategy for Process Innovation and AI in Development, creating an environment where the changes are inspiring and desirable. He/she owns and defines the strategy with the Head of Process Innovation and AI to include approaches / tools, cadence and governance to orchestrate a connected change management approach across the portfolio in compliance with Novartis standards.

The role involves establishing strong stakeholder relationships, activating change at all levels, overseeing the integration of change, communication, and training initiatives to advise on appropriate sequencing for optimizing the adoption of new process innovations and AI solutions, and continuously improving change management strategies based on feedback from these teams.

Preparing and executing change management activities at product level remains the responsibility of Product Teams. The role of the AI and Innovation Change Lead is to ensure there is an integrated view of key change impacts (by function and end user group) and to coordinate and ensure affected business areas are prepared for new ways of working.

The Change & Adoption Lead will also lead adoption activities for large-scale enterprise solutions within the scope of Development AI portfolio.

About the Role

Major accountabilities:

- Develop strategies and plans to ensure fast adoption and high utilization of process innovation and AI tools and ways of working, considering compatibility and required changes to existing workflows
- Collaborate with functional SPoCs, product change managers and the OD team and ASCEND, fostering an environment conducive to process innovation and AI adoption
- Coach senior leaders in their roles to ensure top-down support for change & role modeling
- Support SPoCs, product change managers, people managers in managing transitions, ensuring readiness of the organization for adoption; address potential people impact (e.g. establish re-skilling programs)
- Analysing and implementing strategies to overcome resistance, fostering a broad ecosystem of partners, including external partners help to drive culture shift
- Serve as the main point of contact for recruiting and day-to-day resource management of product change managers
- Ensure all communication and change management deliverables meet Novartis change management standards and guidelines
- Identify opportunities and develop common change tools which can be used across products
- Champion the cultural change required for successful implementation of AI solutions, ensure there is

- clear incentive to change, e.g. change/adoption related performance incentives
- Drive engagement, understanding and data literacy of associates within Development on innovative solutions, including driving formal events, hackathons etc.
- Participate in Change CoP and other forums led by the ASCEND change lead to maintain alignment and continuity
- Actively monitor industry trends and incorporate best practices in change management (in particular related to AI) to continuously improve the change strategy
- Optimise communications and training through an integrated view of key change impacts (by function and end user group), leveraging Development Learning capabilities (e.g. AI Academy)
- Drive community engagement of process innovation and support AI change champions, with effective feedback loop mechanisms in place
- Monitor and track adoption of AI initiatives against business objectives and goals
- Ensure visibility of progress on Development process innovation and AI products and roadmap both internally and externally to inspire associates on the potential impact of these solutions on reimagining medicine
- Promoting external analysis that reflects an accurate and inspiring view of AI efforts

Experience/Professional requirement:

- University degree in Business Administration, Organizational Development, Human Resources, Psychology, Behavioral Science, or a related field.
- Preferred: Professional certifications in Change Management (e.g., Prosci, ChangeFirst, CMP) are highly regarded.
- 5+ years of Industry experience and 15+ years in Change Management required in a global matrixed organisation
- Technology Savvy: Experience and solid understanding of software product development and management along with related regulatory, quality, and compliance requirements; affinity to technology platforms, including the application of digital tools in change management.
- A proven track record of promoting early adoption of new technologies like Generative AI
- Project Management: Proven ability to lead cross-functional teams, manage vendor teams, mentor change champions, oversee multiple workstreams, deliver milestones timely, and manage risks effectively.
- Stakeholder Engagement: Success in engaging and influencing senior leadership and key stakeholders; strong interpersonal skills; ability to foster a culture of inclusive, dynamic, and agile work environment; respond effectively to organizational changes.
- Strategic Thinking: Strong strategic and problem-solving skills; adaptability in change management approaches based on project needs.
- Training and Development: Experience developing and delivering training programs, including "train-the-trainer" sessions and workshops.

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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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Division

Development

Business Unit

Universal Hierarchy Node

Location

United Kingdom

Site

London (The Westworks)

Company / Legal Entity

GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.

Alternative Location 1

Barcelona Gran Vía, Spain

Alternative Location 2

Basel (City), Switzerland

Alternative Location 3

Dublin (NOCC), Ireland

Functional Area

BD&L & Strategic Planning

Job Type

Full time

Employment Type

Regular

Shift Work

No

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