NOVARTIS

Commercial Adopt Manager APMAJC - Release to Invoice

Job ID
REQ-10026715
Dez. 03, 2024
Malaysia

Zusammenfassung

This role will help drive the preparation, adoption, deployment and go-live of the Lean Digital Core (LDC) solution in countries, with focus on Release to Invoice processes that include Customer Billing, Delivery and Returns.
Working together with country teams, you will be accountable for oversight and delivery of all country-driven activities, including people to profile mapping, planning and execution of User Acceptance Testing, Training, Data Conversion, Cutover and Hypercare. You will partner with Solution Design, Enablement (e.g. Data Conversion, Cutover) and IT Experts to ensure successful delivery and adoption of the solution.

About the Role

Major accountabilities:

- Support repeatable and scalable deployment of LDC Releases of functional business processes.
- Drive in-country business process deployment activities in close collaboration with functional team members to ensure aligned understanding & implementation of agreed release scope
- Outline, assign and coach required resources for successful deployment in-country for successful delivery.
- Support Adopt Lead to ensure smooth interaction of expertise areas & activities above country.
- Ensure adherence to LDC template and agreed LSTRs in Deployment process area.
- Support risk management & mitigation of business implementations together with Business or Function Process Lead, including oversight over locally triggered projects
- Engage with internal stakeholders on functional & deployment deliverables.
- Support user acceptance testing to enable local organization acceptance and support for positive "Go" decision.
- Facilitate robust collaboration between Functional and Business experts (~ country, NGSC, HUB, ...) to achieve sustainable process solutions.

Key performance indicators:

-Completion of LDC deliverables according to communicated plan

-Satisfaction with quality of delivered outcomes

Minimum Requirements:
Work Experience:

- **Bachelor's degree in relevant field (e.g. Finance, Supply Chain. Customer Service, Information Technology)Master's degree preferred**
- **Strong project delivery experience (PMP, CSM certifications a plus**

Languages

English

Experiences

Operations Management and Execution

Process management Project Management Technical knowledge

Competencies

Continuous Learning (Dyn. Knowledge Development) Digital & Technology Savvy

Interpersonal Savvy Managing Change Operational Excellence Project Excellence Stakeholder Engagement

Technical / Functional Skills & Knowledge

In-depth knowledge of functional area business processes

Relevant domain experience in either an operational or system support role covering the following processes:

- **Invoicing / Collections**
- **Product Allocation / Backorder Processing**
- **Returns Processing**
- **Prior experience with an ERP system (SAP S/4 HANA preferred)**
- **Strong knowledge of operational and financial controls (e.g. SOX)**
- **Experience with Software Development Lifecycle methodologies (e.g. Agile) and Computer System Validation (CSV) processes**

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

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

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

Abteilung
Operations
Business Unit
Universal Hierarchy Node
Ort
Malaysia
Website
Selangor
Company / Legal Entity
MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)
Alternative Location 1
Hyderabad (Office), Indien
Alternative Location 2
Shanghai (Shanghai), China
Alternative Location 3
Taipei, Taiwan
Alternative Location 4
Tokyo (NPKK Sales), Japan
Functional Area
Der Umsatz
Job Type
Full time
Employment Type
Regular
Shift Work
No
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