

# Administrative Expert / Professional

Job ID  
REQ-10024834  
Nov 19, 2024  
India

## Resumen

-Responsible for the independent delivery of profound administrative services in a local and a global context. Ensure service levels are delivered in line with site requirements.

## About the Role

### Major accountabilities:

- General administrative support: takes care of general administrative tasks and maintains the administrative processes also in case of absence of the line manager/team members.
- Interaction: Informs, advises and supports the team and associates from outside the team on processes, guidelines and services that are specific to the department.
- Work processes in own area of responsibility: Supports optimization of current processes and/or introduction of new or modified processes.
- Handling of administrative projects tasks with clearly defined content and time limitations.
- Acts as a team member for administrative projects and manages the administrative part of special tasks.
- Supervisory tasks: Guarantees a smooth adjustment to the job of new employees in the own area of responsibility.
- Takes over supervising for colleagues in the administrative area (e.g. apprentices, new employees etc.) - Plan and coordinate administrative procedures and systems and devise ways to streamline processes.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable)

### Key performance indicators:

- Continuous improvement of processes and procedures -Planning of the office needs & management of contracts with all contractor

### Minimum Requirements:

#### Work Experience:

- Cross Cultural Experience.
- Collaborating across boundaries.

#### Skills:

- Optimizing Customer value by co-creating and developing compelling.
- Managing diversity.
- Proactive thinking.

- Managing challenges.
- Knowledge of organization structures and working practices.
- Knowledge management.
- Transaction Deal Structuring.
- Sharing insights on HCS.
- Best practice sharing.
- Storytelling in communication.
- Time Management.
- Franchise Strategy Prioritization.
- Timely decision making.
- Effective communication.
- customer focused solutions.

#### Languages :

- English.

**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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<https://talentnetwork.novartis.com/network>

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División

Development

Business Unit

Innovative Medicines

Ubicación

India

Sitio

Mumbai (Head Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Instalaciones y Administración

Job Type

Full time

Employment Type

Regular

Shift Work

No

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Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to [diversityandincl.india@novartis.com](mailto:diversityandincl.india@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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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