

Assoc. Dir. DDIT OPX Partnership Mgmt.

Job ID
REQ-10001680
juin 19, 2024
Inde

Résumé

- Experience in external workforce management. - Responsibility to Drive On and Off boarding of associates across DDIT Functions in alignment with P&O, IT, Training etc -Operationalizes the outsourcing strategy in working with directors and function line management -Governs supplier performance through periodic operational and strategic governance calls for strategic suppliers, acts as contractual escalation point for non - strategic suppliers -Tracks negotiated savings as per transformation targets

About the Role

Major accountabilities:

- Responsibility to Drive On and Off boarding of associates across DDIT Functions in alignment with P&O, IT, Training etc
- End-to-end accountable of the process, manage incoming service requests and related follow up activities according to set KPIs
- Ensure all process Service Level Agreements (SLAs) are met. Track the performance, identify gaps and improvement areas
- Reporting on service performance regularly and on need basis
- Develop and enhance relationships with key stakeholders, actively manage their expectations and monitor satisfaction levels and service adoption
- Responsible for respective service processes and improvements.
- Manage the lifecycle of incidents/Service Requests and minimize their adverse impact on business operations
- Conduct review meeting with Functions and present Service updates to senior management
- Work with ServiceNow development team to enhance Service Catalog items
- Drive initiatives, Service Improvements and associated efforts.
- Generating insights on the process and the data available from the process
- Work closely with supplier operations and insights leadership team to build quarterly and monthly dashboards providing insights on Externals
- Enable leaders with the reporting for all services/major vendor accountabilities are delivered to the agreed SLAs.
- Responsible to deliver solution associated with Dashboarding and Reporting
- Actively manages supplier performance for the assigned function.
- Owns contractual deliverables and obligations for all contracts within the assigned function.
- Maintains and builds strong relationships with key suppliers in the assigned function.
- Effectively handles with contractual/account level escalations for the function.

Key performance indicators:

- Sustainable optimization of supplier engagements (example: number of consolidations, delivery model improvements, negotiations, and demand management).
- Quality of supplier engagements / relationships.
- Customer satisfaction and escalation resolution (example: satisfaction of TT “customers” and supplier account leads).
- Accurate, consistent, and high-quality reporting on TT supplier performance.

Minimum Requirements:**Work Experience:**

- Functional Breadth.
- Strategy Development.
- Leading large and/or diverse multi-functional teams.
- Geographic Scope.
- Major Change.
- People Leadership.

Skills:

- Performance Management.
- Risk Management.
- Stakeholder Management.
- Supplier Relationship Management (Srm).
- Vendor Management.
- IT Service Management experience
- Stakeholder Management
- Proficiency in Presentations, Excel, QlikSense, SharePoint reporting and insights
- ServiceNow, Workday experience preferred
- Ability to collaborate across teams and good understanding of business processes
- Analytical and Logical Thinking skills

Languages :

- English.
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Division

Operations

Business Unit

CTS

Emplacement

Inde

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Job Type

Full time

Employment Type

Regular

Shift Work

No

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