

# Manager, External Service Provider Engagement.

Job ID  
REQ-10028124  
nov 11, 2024  
Inde

## Résumé

Collaborates with Associate Director/Director ESP Engagement to ensure Governance, Contracts and Transitions of Global External Service Provider.

In addition, support Associate Director/Director ESP Engagement to develop, communicate and implement ESP strategies.

## About the Role

### Your responsibilities include, but are not limited to:

- Management of assigned ESPs supporting Novartis Patient Safety and Pharmacovigilance globally across divisions, responsible for global governance and accountable for contractual, operational and financial performance of ESPs.
- Support Associate Director/Director ESP Engagement to transfer of global activities from high cost to low-cost countries and ESPs in alignment with the overall objectives and long-term goals of the GDD organization.
- Responsible for overseeing operational activities for assigned ESP activities.
- Work with Patient Safety and Pharmacovigilance teams to ensure compliance of Health Authority safety reporting requirements and quality of safety information for clinical and marketed drugs.
- Accountable for enhancement of operational processes to increase productivity, efficiency and quality to achieve operational excellence for all activities performed by ESPs.
- Support Patient Safety and Pharmacovigilance department on global cross-functional and cross-divisional business process, performance
- Represent ESP Engagement on all operational issues related to ESP performance.
- Responsible for the Vendor Governance Structure including Issues and Escalation,
- Transition of new work / projects with ESPs.
- Support Associate Director/Director ESP Engagement with resource planning and management (headcount and budget) for defined Patient Safety and Pharmacovigilance ESPs/locations
- Support managing global Patient Safety and Pharmacovigilance external financial requirements and budget for assigned vendor/location. Identify issues and propose mitigating plans to facilitate decision making and prioritization of activities.
- Manage flow of operational information as needed to/from defined functions/locations.

### WHAT YOU'LL BRING TO THE ROLE:

- Life sciences Graduate/ Postgraduate with 4+yrs of experience in pharmacovigilance or relevant experience in pharmaceutical company
- Third party management experience preferred
- Ability to work independently and manage multiple tasks with prioritizing ability

- Excellent verbal and written communicative skills
- Good planning, organizing and interpersonal skills
- Excellent computer skills (proficiency in vendor management systems preferred)

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<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>

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Division

Development

Business Unit

Innovative Medicines

Emplacement

Inde

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Recherche & Développement

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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