

# Manager, Performance Excellence

Job ID  
REQ-10016009  
Lug 18, 2024  
Canada

## Sommario

Manager – Performance Excellence Location: Montreal, #LI-Hybrid Novartis is unable to offer relocation support for this role; please only apply if this location is accessible for you. About the role: We are looking for experienced and passionate professionals to join our team! Reporting into the PSP Lead, Performance Excellence, the PSP Manager, PE will be responsible for leading or supporting projects of varying complexity related to PSP, audit, vendor relations and business operations to ensure their timely and successful implementation. Alongside strong project management skills, the ideal candidate will demonstrate exceptional leadership abilities and expertise in driving change. They will excel in change management and be adept at navigating and influencing diverse groups within the organization. They will collaborate with cross-functional teams, internal stakeholders at both local and global levels, as well as external vendors. The ideal candidate will have a mindset focused on achieving execution excellence in all aspects of their work. They will also have a track record of swiftly identifying and proactively implementing process improvement solutions to enhance efficiencies and productivity across the organization. Finally, the ideal candidate should thrive in uncertain and dynamic environments, embracing challenges and seeking opportunities for growth and innovation. Permanent position: Full time, regular

## About the Role

### Key Responsibilities:

- Work closely with the PSP Lead, PE to prioritize initiatives, implement standardized processes and best practices, define and monitor key performance indicators (KPIs) to drive improvement to current processes and ensure ultimate alignment with organization strategy
- Lead or support the implementation of key projects related to PSP, audit, vendor evaluations and contracts, department operations and monitor project progress and deliverables.
- Work cross functionally to ensure proper governance and approvals in a timely manner to expediate projects.
- Serve as a central point of contact for program transitions, above PSP program-specific initiatives, collaborating closely with internal and external stakeholders.
- Coordinate with internal stakeholders, business owners and global/regional teams to define project goals, objectives, success criteria, as well as risk mitigation plans.
- Help lead audit-related mediations, processes and ongoing monitoring
- Ensure dependencies are identified and managed effectively, as well as in compliance with internal

policies and industry regulations.

- Identify opportunities for improving efficiency in the ways of working to drive operational and execution excellence as well as productivity.

### **Essential Requirements:**

- Bachelor degree in a relevant discipline; PMP accreditation is a strong asset.
- Proven experience in program/project management, leading complex projects from initiation to closure. Experience with Project Management tools; example: Smartsheet.
- Strong ability to think creatively and innovatively, going beyond conventional methods to find unique solutions.
- Can work autonomously or with little supervision/direction
- Excellent leadership and communication skills, with a demonstrated ability to influence and affect change across any levels or functions.

### **Desirable Requirements:**

- Bilingual (French & English)
- 5+ years in healthcare or healthcare related industry is an asset

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Divisione

International

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Company / Legal Entity

CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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