

## GFMD Process Manager

Job ID  
REQ-10056965

7月 04, 2025

India

### 摘要

#LI-Onsite #LI-Hybrid

GFMD Process Manager role provides quality services to Novartis Group entities and is responsible for executing the maintenance of master data used in Novartis.

GFMD Process Manager is responsible for the daily operations, high quality of the service as well as timely processing of the master data changes for Customer Master Data and Finance and Controlling Master Data.

This role leads and coordinates team of Master data specialists and Senior Master data specialist, supervises end to end process within NOCC, ensuring high quality and effectiveness of data entries. The associate ensures reporting and analysis are in place and managed in accordance with defined data standards and operating procedures. This includes ensuring all necessary master data is available, accurate and compliant and providing regular and timely reporting to support FRA to enable improved performance, compliance and cost reduction.

## About the Role

### Key responsibilities:

- Oversee and ensure the processing of all master data changes within the system of record (e.g. SAP), ensuring creation and maintenance of Customer and Finance Master Data Entities, attributes and hierarchies (Customer Master Data, Finance and Controlling Master Data including Intercompany, Internal Orders, WBS, Fixed assets), and any other data entity as defined by the Novartis Finance Core GFMD cycle
- Onboarding new team members, assigning buddy to the new joiner and monitoring progress in the onboarding. Supporting manager with hiring process. SPOC for all process relevant topics. Ensure the coordination of Country FRA Connects. Preparing and coordinating KPI 's and other analysis . Close monitoring of process trends and deviation
- Close collaboration with other FRA and GFMD processes, specially GPO and Governance. Handling 2nd level of escalations. Ongoing Risk monitoring, highlighting to leaders and FC&C withing GFMD
- Responsible for efficient back-up system and updated process documentations for consistent onboarding. Oversee and ensure correct and complete execution of User Acceptance Testing for any tool related to Finance and Controlling and Customer Master data entities
- Ensure that applicable policies, processes, and procedures are fully documented and consistently applied through the master data management lifecycle. Maintain process documentation for master data objects and share processes and technical knowledge with team members, locally and globally
- Ensure that any guidelines, enhancements to existing procedures and escalation paths are properly followed for the execution of master data management activities. Deliver quality and productivity targets as well as contribute to the achievement of master data performance and quality standards as per defined SLAs
- Interact proactively with all functional areas of the NOCC to ensure appropriate master data management activities are accomplished, e.g. month end closing with relevant exceptions only. Proactively challenge the status quo and comes up with making fact-based recommendations to drive continuous improvement. Escalate data issues (process and/or technical) and conduct data impact assessments to ensure data quality is maintained to agreed standards.
- Work in conjunction with technical teams to resolve any technical related issue that affects master data integrity and processes. Ensure application of agreed Novartis control procedures and actively supports to deliver SOX certification. Promote a strong and control environment, follow up on audit issues and support the implementation of correcting measures. Ensure talent development for the team members
- Actively support the NOCC working style by being inclusive, proactive, respectful, and results driven in alignment with Novartis values and behaviors. Any other duties that may reasonably be required in line with his/her main duties associated with the accountability of the position

### Essential Requirements:

- University level degree in Business Administration/ Economics/Finance or IT related fields
- 5+ years experience with good functional exposure to finance processes (accounting, reporting, tax, treasury, forecasting ) from a finance master data management perspective
- Master data concept knowledge and master data application set up.

- SAP knowledge: experience in SAP ECC and Business Warehouse. Familiarization with SAP MDG,
- Conceptual thinking and ability to align specific functional requirements with the overall MDM strategy
- Demonstrated ability to work effectively in a multi-national organization
- Previous experience working in projects to drive performance improvements
- Good track of people management skills

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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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>

部门  
Finance

Business Unit  
CTS

地点  
India

站点  
Hyderabad (Office)

Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area  
Audit & Finance

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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