# NOVARTIS

# Director -BSI Performance Analytics & Reporting

Job ID
REQ-10059164

8   06, 2025

India

To lead the Performance Analytics & Reporting (PA&R) function within BSI for the International organization, enabling the execution of enterprise-aligned analytics and reporting solutions that support strategic and operational decision-making. This role is accountable for operationalizing the analytics roadmap defined by the CLS Analytics & KPI, ensuring timely delivery of standardized, scalable, and actionable insights across field, omnichannel, content, and medical analytics. The Director PA&R ensures that data is transformed into meaningful intelligence through robust governance, platform integration, and close collaboration with DDIT and business stakeholders. The leader will also be accountable for developing a strong functional career path for associates, fostering a high-performing, agile, and collaborative culture aligned with BSI and CLS objectives.

## About the Role

Location – Hyderabad #LI Hybrid

Major Accountabilities:

Execute Enterprise Reporting Solutions

Deliver and maintain standardized dashboards and reporting solutions (e.g., BEST, C360, SFMC) that support omnichannel, field, content, and campaign analytics across International markets.

Operationalize and Deliver Cross-Functional Analytics Solutions

Translate analytics needs from the IRC stakeholders into executable workstreams, delivering standardized, actionable insights across content, field, digital, and medical domains.

Support KPI Tracking for IRC

Enable consistent and transparent tracking of IRC KPIs by building and maintaining reporting frameworks that align with governance standards and business priorities.

Enable Business Translation and VoC Integration

Partner with Insights and VoC teams to translate data into business-relevant narratives, integrating qualitative and quantitative feedback into performance reporting.

Ensure Data Readiness and Governance

Collaborate with Data Operations and DDIT to ensure analytics-ready data pipelines, enforce business rules, and maintain consistency in KPI definitions and reporting standards.

Drive Platform Integration and Automation

Support the integration of reporting tools with enterprise platforms, enabling automation, self-serve capabilities, and reduced manual effort in analytics delivery. Demonstrated ability to drive simplification and reporting excellence through standardization and best practices

Monitor Performance and Optimize Operations

Track usage, adoption, and performance of reporting solutions; identify gaps and opportunities for improvement and feed insights into continuous enhancement cycles.

## Technical & Analytical Skills

- Advanced knowledge of BI tools (e.g., Power BI, Tableau, Qlik)
- Strong SQL and data modeling skills
- Familiarity with omnichannel analytics platforms (e.g., SFMC, Veeva, Adobe)
- Understanding of data pipeline architecture and integration with enterprise platforms

## Strategic & Business Acumen

- Ability to translate business needs into analytics solutions
- Experience with KPI frameworks and performance measurement
- Understanding of pharmaceutical/healthcare commercial models (especially in international markets)
- Experience aligning analytics delivery with enterprise strategy and business priorities, Delivering at speed industry leading analytical solutions in a multi stakeholder environment (across IRC)

## Leadership & Collaboration

- Cross-functional leadership and stakeholder management
- Track record of fostering integrated collaboration with IT, data engineering, and commercial teams deliver enterprise-scale analytics solutions
- Strong communication and storytelling with data

## Governance & Compliance

- Knowledge of data privacy regulations (e.g., GDPR)
- Experience implementing data governance frameworks


Servant Leadership: Empowers teams by removing obstacles and fostering autonomy.

- Encourages open dialogue and challenges assumptions constructively.
- Collaboration & Influence
- Builds trust across cross-functional teams.
- Aligns diverse stakeholders around shared goals and strategic direction.

## Agility & Adaptability

- Anticipates evolving needs and pivots strategies accordingly.
- Promotes a culture of innovation and continuous improvement.

## Team Development

- Coaches and mentors team members
- Fosters a high-performing, connected, and agile team culture.

## Strategic Thinking

- Embeds insights early in decision-making to drive clarity and impact.

- Aligns team efforts with enterprise-wide strategic goals.

Key Performance Indicators

Timely Delivery of Reporting Solutions Adoption and Usage Metrics

- User adoption rate of dashboards (e.g., BEST, C360, SFMC)
- Frequency of use and engagement metrics

Data Quality and Governance Operational Efficiency KPI Framework Implementation

Experience

- **Education**: Master's degree in data science, Business Analytics, Statistics, Computer Science, or related field:
    - 18+ years in analytics, with at least 5 years in a leadership role
    - Experience in life sciences, healthcare, or pharmaceutical industry
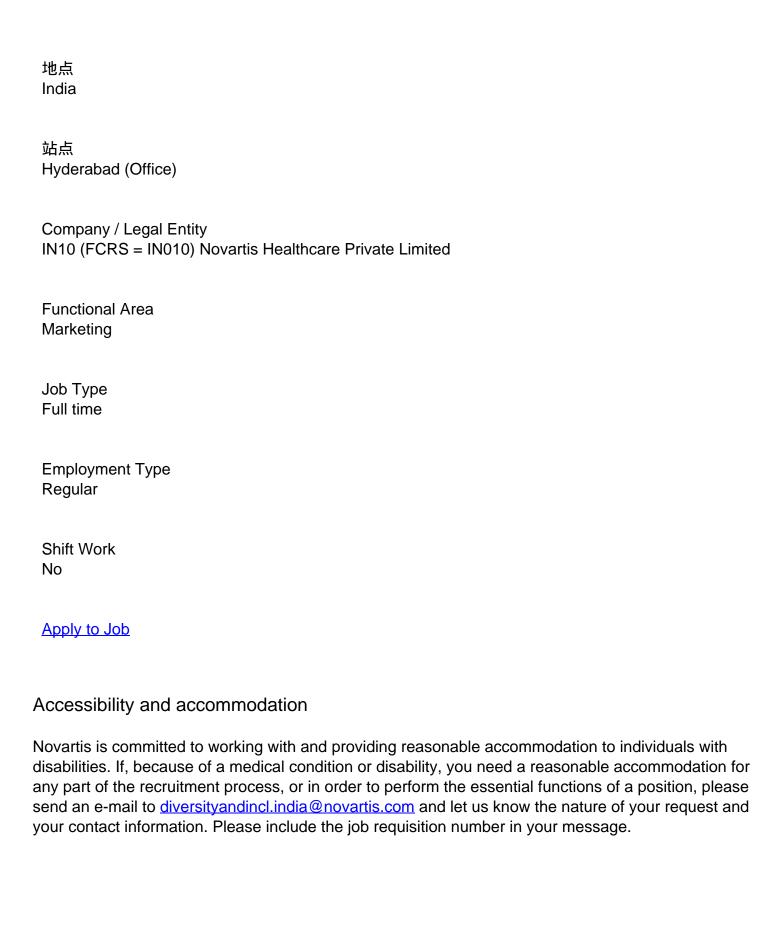    - Proven track record of delivering enterprise-level reporting solutions

**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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International

Business Unit
Universal Hierarchy Node

India

Hyderabad (Office)

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

Functional Area
Marketing

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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