

Senior Director, EEE Operations

Job ID
REQ-10063241

10月 17, 2025

Ireland

摘要

Step into a strategic leadership role as Senior Director, EEE Operations at Novartis, where you will oversee the centralised delivery of all core operational services supporting External Expert Engagement across Global and International Medical Affairs and Development functions. You will be accountable for strategic oversight and execution across contract support, operational advisory, external funding management, and enterprise system support, ensuring operational excellence, compliance, scalability, and a high-quality experience for stakeholders. Your work will drive continuous improvement and cross-functional partnership, building a robust and agile operations backbone for the EEE Center of Excellence.

Location: Dublin, Ireland / London, UK #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

Responsibilities:

- Provide end-to-end leadership and oversight of centralised EEE operations, ensuring alignment with global standards, strategy, and compliance expectations.
- Define and implement operational goals, KPIs, and SLAs across all service areas, including throughput, cycle time, and issue resolution.
- Lead a team of Associate Directors and Senior Managers, establishing clear roles, responsibilities, and performance expectations.
- Oversee delivery and quality of operational services related to contract support, advisory, external funding, and system support.
- Drive alignment with Legal on contract templates, implementation, and continuous communication and collaboration.
- Monitor workload distribution and optimise resource allocation to meet business demands.
- Ensure process adherence, policy compliance, and audit readiness across all supported activities.
- Serve as primary operational partner to GMA/IMA activity owners, Legal, Compliance, Finance, and system owners.
- Represent Operations in governance forums and escalate systemic challenges, policy gaps, or resourcing needs to the Executive Director.
- Build and sustain a strong, engaged, and accountable operations team, focusing on talent development and succession planning.

Essential for the role:

- University degree in Life Sciences, Business Administration, Law, International Marketing, or Communication.
- Over 12 years ' relevant experience in the pharmaceutical industry, with at least 10 years in medical affairs or drug development.
- Track record of operational effectiveness or innovation in complex environments.
- Proven leadership skills with project management and people management experience, including direct leadership of large teams (20+ associates) and complex multi-functional teams.
- Strong financial and business acumen, with demonstrated success in resource (budget and headcount) planning and management.
- Working knowledge of process improvement initiatives, risk/issue management, vendor management, and capability building.
- Experience in global organisations and cross-functional teams.
- Excellent English language skills, both written and spoken.

Desirable for the role:

- Solid knowledge of pharmaceutical healthcare compliance, industry codes and regulations, and their interpretation in a global context and enterprise systems.
- Change management skills to sustain a culture of high ethical standards and compliance, with willingness to challenge the status quo and anticipate future business needs.

Commitment to Diversity & Inclusion:

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

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
Development

Business Unit
Innovative Medicines

地点
Ireland

站点
Dublin (NOCC)

Company / Legal Entity
IE02 (FCRS = IE002) Novartis Ireland Ltd

Alternative Location 1
London (The Westworks), United Kingdom

Functional Area
Research & Development

Job Type
Full time

Employment Type
Regular

Shift Work
No

[Apply to Job](#)

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.



Job ID
REQ-10063241

Senior Director, EEE Operations

[Apply to Job](#)

Source URL:

<https://www.novartis.com.cn/careers/career-search/job/details/req-10063241-senior-director-eee-operations>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Dublin-NOCC/Senior-Director--EEE-OperationsREQ-10063241>
5. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Dublin-NOCC/Senior-Director--EEE-OperationsREQ-10063241>