

Digital Governance Support Manager

Job ID
REQ-10063779

10月 01, 2025

Mexico

摘要

Oversee brand activities in One Registry system, Novartis Owned platform, the single source of truth for all Digital Engagement transparency, including Web, Social, and Apps. Desired outcome is compliance with all related policies and WPDs, preventing deviations by supporting end-user success and future state process optimization.

About the Role

Major Accountabilities:

- Lifecycle Management: Oversee the lifecycle of Digital Engagement Assets (DEAs) and Social Media Listening (SML) Programs, including submission, approval, and closure
- Data Accuracy: Ensure the accuracy and completeness of data entered into One Registry, including changes in ownership, scope, and other relevant details

- Compliance and Governance: Maintain compliance with Novartis data integrity and regulatory requirements by managing the registration, updates, and deactivation of digital assets
- Issue Remediation: Identify, troubleshoot, and resolve issues related to the One Registry tool, ensuring minimal disruption to operations
- Training and Support: Provide training and support to content owners and other stakeholders on the use of One Registry, including best practices for data entry and compliance
- Periodic Reviews: Conduct periodic reviews of DEAs and SML Programs to ensure ongoing compliance and data accuracy. Trigger automatic notifications for reviews as required
- Collaboration: Work closely with Marketing Strategy, Digital Governance, and other relevant teams to ensure seamless operation and management of One Registry
- Documentation and Reporting: Maintain comprehensive documentation of processes, guidelines, and FAQs related to One Registry. Generate and analyze reports to monitor the status and compliance of digital assets
- Continuous Improvement: Gather feedback from users and stakeholders to identify areas for improvement in the One Registry tool and processes. Flag any recently approved FUSE assets that do not connect back to an existing registered asset in One Registry.
- Implement optimizations to enhance user experience and efficiency.

Education

- 4-year degree

Experience

- Account and/or project management experience preferred
- Proven experience of working with diverse and varied senior levels of an organization

Skills & Qualifications

- Marketing technology process execution
- Internal stakeholder/customer-centric
- Ability to analyze, document, and publish clear processes, Ways of Working, Role expectations
- Ability to deliver one-on-one or small group training sessions.
- Ability to remediate deviations, closing open issues to meet compliance obligations
- Agile, responsive, and resilient; Confidence to navigate change effectively
- Familiarity with and adaptability to new-generation technologies and trends (Gen AI and Agentic AI) is an added advantage
- Proficiency in constructing detailed, comprehensive, and insightful reports
- Detail oriented with an aptitude for analyzing intricate data sets

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部门
US

Business Unit
Universal Hierarchy Node

地点
Mexico

站点
INSURGENTES

Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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