Director EEE Excellence - Standards, Process and Training

Job ID
REQ-10066516

1   26, 2026

India

Drive the identification of new topics, development, implementation, internal alignment, and continuous improvement of global standards, end-to-end processes, and training strategies related to External Expert Engagement (EEE). Reporting into the Senior Director, EEE Excellence, this role ensures policies, procedures, and engagement models are documented and consistently aligned with Novartis compliance requirements and business needs across Global and International Medical Affairs.
Lead the creation of scalable training and knowledge management solutions to build capabilities across stakeholders and support audit-readiness, operational excellence, and process adoption enterprise-wide.

About the Role

Major accountabilities:

Standards & Process Governance

- Maintain and update enterprise-wide standards, guidelines, and processes for external expert engagement, ensuring alignment with legal, regulatory, and internal compliance requirements
- Provide input and maintain, in cooperation with legal and compliance, policies, standards and guidelines to ensure solid ground rules and clear roles and responsibilities for HCP and HCO engagements.
- Translate policies into clear, practical processes and role-based responsibilities (RACI), enabling operational efficiency and cross-functional clarity
- Contribute to governance forums and audits by ensuring documented process adherence and improvements are in place
- Stay at the HCP and HCO transparency forefront to ensure accurate and complete reporting of figures in Business Solutions' remit
- Establish an integrated governance plan around observations, periodic reviews, stakeholder alignment, updates, and communication & training.

Training & Knowledge Management

- Design and manage global training content and delivery strategy for GMA/MA EEE stakeholders, including onboarding programs, systems training, and process refreshers
- Oversee the creation of toolkits, job aids, FAQs, and training modules in collaboration with internal teams and external vendors
- Deliver training sessions and support localization or business unit adaptation as needed
- Drive a culture of continuous learning and readiness by capturing feedback and iterating learning solutions

Operational Excellence & Process Improvement

- Collaborate with colleagues and stakeholders to identify areas of improvement in engagement workflows and user experience, where relevant ensure country and user feedback is obtained and integrated.
- Ensure training and documentation support business process changes and enhancements
- Monitor process adherence through internal metrics and contribute to audit support and CAPA implementation where applicable

Cross-Functional Collaboration

- Serve as a key partner to Operations, Legal, Compliance, Governance and IT/Systems teams to align training and standards with execution and systems functionality
- Ensure that process and training components are consistently integrated into enterprise programs and change initiatives

Key performance indicators:

- % adherence to updated standards and process documentation
- Timeliness and reach of training programs; stakeholder training satisfaction
- System usability scores and issue resolution metrics
- On-time delivery of regulatory reports and audit preparedness
- Implementation rate of process or system improvement initiatives

Minimum Requirements:
Education:

- Master's degree in Life Sciences, Business, Legal, or a related discipline.
Additional certifications in process excellence, training,
or digital systems (e.g., Lean, Agile, Lean Six Sigma) are a plus

Languages:

Excellent English language skills

Experience/Professional Requirement:

- Minimum of 6 years of experience in Health Care compliance in a multinational company
- Excellent organizational and project management skills
- Outstanding problem-solving abilities
- Sound experience in pharmaceutical compliance/governance environment
- Excellent communication, interpersonal and presentation skills
- External vendor management experience
- Change management skills to sustain a culture of high ethical standards and compliance
- Strong tolerance for ambiguity, willingness to adapt, willing to speak-up and challenge
- Experience in developing effective working relationships with internal and external stakeholders
- Organizational awareness, including experience working cross-functionally and in global teams
- Other competencies: Well-structured, detail-oriented, diligent, diplomatic, honest, accountable, strong negotiation skills, stress-resistant, ability to build strong relationships and networks
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Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. Read our handbook (PDF 30 MB)

International

Business Unit
Marketing

India

Hyderabad (Office)

Company /Legal Entity
IN10 (FCRS = INO1O) Novartis Healthcare Private Limited

Functional Area
Research & Development

Job Type
Full time

Employment Type
Regular

Shift Work
No

function adjustKalturaPlayer() { var deviceWidth = window.innerWidth || document.documentElement.clientWidth || document.body.clientWidth; var mediaElement = document.getElementById("kalturaplayer69785cd26c13a743724932"); var mediaContainer = mediaElement.closest('.nc-kaltura-media'); var originalWidth = "1200px"; var originalHeight = "674px"; var originalWidthValue = parseFloat(originalWidth); var originalHeightValue = parseFloat(originalHeight); var mediaType = "video"; var isResponsive = false; //Get computed styles of the container element. var parentStyles = window.getComputedStyle(mediaContainer); var finalWidth = parseFloat(parentStyles.width); if (finalWidth var config = { targetId:

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disable: true }, "playkit-js-transcript":{ position: "right", //Default: bottom;(' left' , ' right', ' top' , 'bottom' ) to
enable transcript expandMode: "over", //Default: alongside;(' alongside', ' hidden' , 'over' )
expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable:
true } }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false },
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get
KalturaPlayer.ui.components.Remove } ] } }; config.plugins.preventSeek = { preventSeekForward:
false, preventSeek: false }; config.plugins.floating = { disable: true }; config.plugins.navigation = {
position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; config.plugins['playkit-
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config.plugins['playkit-js-info'] = { disable: true }; config.plugins.share = { disable: true };
config.ui.uiComponents = []; config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } };


try { var kalturaPlayer = KalturaPlayer.setup(config); //Add the player to the global array. if (typeof
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } //Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1dgfvmafo"}); setTimeout(() => {
setupAutoPause(kalturaPlayerVideos); }, 500); function setupAutoPause(players) {
players.forEach((currentPlayer) => { currentPlayer.addEventListener('play', () => {
players.forEach((otherPlayer) => { if (otherPlayer !== currentPlayer && typeof otherPlayer.pause ===
'function') { otherPlayer.pause(); } }); }); }); } } catch (e) { console.error(e.message) }
```

VIDEO

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

Accessibility and accommodation

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