

Group Head - Strategic Support, GSOC

Job ID
REQ-10067987

12月 07, 2025

India

摘要

Location: Hyderabad

#LI-Hybrid

Job Title: Group Head - Strategic Support

The GSOC Strategic Support team is responsible for delivering high-impact security communications, incident management, and executive support across the organisation. You ' ll report directly to the Head, GSOC, and work closely with cross-functional partners to ensure robust governance and privacy-by-design in all operations.

About the Role

Major accountabilities:

- Lead expert-level Everbridge configuration, optimisation, templates, workflows, and analytics

under approved governance.

- Oversee advisory communications, incident messaging, SOS/lone-worker processes, travel enablement, and event/meeting security workflows.
- Direct discreet support for executives, VIPs, high-risk travellers, and sensitive locations.
- Integrate aviation security considerations and emergency protocols into relevant GSOC operations.
- Manage secure communications for sensitive projects and support business continuity communication plans, drills, and readiness.
- Build capability in senior analysts through structured training, coaching, audits, and knowledge-base maintenance.
- Enforce governance standards across documentation, workflows, access, and change management.
- Coordinate with IT, Legal/Compliance, HR, Risk, Business Continuity, and vendors; publish periodic dashboards and operational updates.

Minimum Requirements:

- Bachelor ' s degree required.
- Minimum 15 years of experience in security operations, crisis communication, aviation security, or platform-led incident management.
- Demonstrated expert-level execution in Everbridge (Org Admin capability or equivalent).
- Experience in executive/VIP support, sensitive-site operations, travel security, event/meeting security, and emergency communications.
- Experience with aviation security protocols and aviation emergency response.
- Experience in intelligence gathering, OSINT monitoring, and early-warning assessments.
- Veterans from police or military backgrounds encouraged; corporate experience preferred.
- Strong written and verbal communication skills; ability to brief senior leaders with clarity.

Languages :

- English.

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部门

Operations

Business Unit

Administration & Facility

地点

India

站点

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Legal & Intellectual Property & Compl.

Job Type

Full time

Employment Type

Regular

Shift Work

No

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