Vendor Alliance Lead Associate Director (Cardiac Safety and Diagnostics)

Job ID
REQ-10072560

2   27, 2026

India

The Vendor Alliance Lead (VAL) is responsible for the management of outsourced clinical activities and deliverables of one or more supported External Relationship Management Teams (ERMT).

• Working within a matrix environment, the VAL is accountable for all operational aspects of 1 or more ERMTs

• May manage a team of Vendor Startup Managers (VSM) including assignment of trial level support, and as a point of escalation in addition to people management responsibilities.

• Supplier Service or Equipment expert for the assigned services within the ERMTs to drive value beyond cost from Novartis' external supplier base

• Supporting the implementation of the agreed outsourcing program strategies

• Responsible for supplier governance, management and issue management/escalation across global GCO and locally and cross-divisionally as required (e.g. Country, NIBR, etc.).

• Function as a point of escalation for supplier issues which cannot be resolved at the individual Clinical Trial Teams level

• Leverage knowledge, experience and understanding of service category(s) and suppliers to provide support to the operational management within the ERMT(s)

• Lead supplier due diligence activities with ERMT

About the Role

Major accountabilities:

- Lead business review meetings with vendors based on KPI, KQI and UVP dashboards
- Lead and/or support internal cross-functional ERMT meetings
- May lead team of Vendor Startup Managers (VSM) to support supplier startup activities
- Manages escalated global vendor issues, or selected country vendor issues
- Identifies systemic patterns, driving root cause analysis and sustainably and effectively addresses pain points
- Using technological enablers to drive automated and systematic near-time issue resolution
- Function as category expert providing expertise and training to stakeholders
- Ensures compliance with all required SOPs and business guidance documents
- Provides Health Authority inspection support
- CAPA management from audit & inspections
- Drives value through process improvement and innovation within category
- Proactive risk management within category
- Supporting global and local vendor qualification if required
- Supports Vendor Start-up Managers (VSM) in collaboration with the SSU-teams

Key performance indicators:

- ERMT(s) meeting business objectives
- Robust processes to capture and measure the resolution, escalation, and communication of supplier quality/performance issues
- Highly integrated and seen as supplier experts within ERMTs, CTTs and Franchise teams
- No deviations to Novartis specifications and Standard Operating Procedures; Supplier due diligence activities (qualifications and re-qualifications) are completed in a timely manner to minimize any delays to study startup timelines and non-compliance
- Contribute to continuous improvements/enhancements to benefit business community
- Complete and accurate documentation to facilitate successful internal and external audit / inspections
- Timely oversight, completion, and management of assigned supplier qualification and re-qualification requirements
- Accountable for quality and completeness of qualification and governance documentation in VPG systems including ERMT meeting minutes
- Manage and maintain due diligence document templates and tools

Minimum Requirements:
Education:

- Advanced degree in science or business with equivalent experience

Work Experience:

- 5+ years working experience and excellent knowledge of the clinical operation processes and vendor management
- Excellent knowledge of GxP and ICH regulations
- Expert knowledge of clinical trial design and mapping to supplier requirements
- Thorough and technical understanding of Novartis specifications for supplier provided services
- Demonstrated leadership with supplier relationship management and/or expert knowledge of specific service areas
- Demonstrated partnering across divisions with internal and external stakeholders
- Demonstrated root cause analysis, problem solving, and solution generation skills
- History of successfully working in a cross-functional global team and proven ability to function in matrix structure organization
- Leadership to deliver projects according to required and deliverables
- Excellent influencing and communication skills
- Experience or expertise in one or more of Vendor Management Role accountabilities (e.g. global process ownership, business system owner, SOP & FMR management, global training on supplier related SOPs and processes)

Skills:

- Budget Management.
- Clinical Trials.
- Negotiation Skills.
- People Management.
- Process Improvement.
- Project Management.
- Project Planning.
- Vendor Management.

Languages :

- Fluent English, oral and written

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

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. Read our handbook (PDF 30 MB)

Development

Business Unit
Development

India

Hyderabad (Office)

Company /Legal Entity
IN10 (FCRS = IN010) 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("kalturaplayer69a950a8d175d844241930"); 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: "kalturaplayer69a950a8d175d844241930", provider: { widgetId: "1_0m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: { download: { disable: true }, "playkit-js-transcript":{ position: "right", //Default bottom;(' left ' , ' right', ' top' , 'bottom') to

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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-
js-hotspots'] = { disable: true }; config.plugins['playkit-js-moderation'] = { disable: true };
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) }
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VIDEO

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