

## Manager, BSI Consulting & Program Management

Job ID  
REQ-10074030

3月 13, 2026

India

### 摘要

Manager, BSI Consulting & Program Management  
(Technology Change & Adoption focus)

This role is based in Hyderabad, India. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible to you.

Business Solutions International (BSI) is an established team within International Commercial Launch Strategy (CLS) with the objective of providing gold standard business solutions to drive excellence in delivery and innovation across the division. The Consulting and Program Management team within BSI works across International to support and enable delivery of the highest priority programs.

As a Manager, you will play a crucial role in shaping and executing our key transformation programs to empower the International Business Unit to achieve commercial and operational excellence. This role is central to the delivery of the Customer Engagement of the Future program (CEFUT) - a strategic initiative to replace the organisation's core CRM system. Working cross functionally, the candidate will drive resolution of complex business challenges and ensure the program delivers tangible, organisation-wide impact.

The successful candidate will bring a strong track record in delivering large global programs and initiatives, preferably in a commercial and pharma setting. This is an opportunity to make a significant impact at scale, across the International Business Unit.

## About the Role

### Key Responsibilities

- Support the development of change impact assessments, stakeholder maps, and readiness reports for international markets
  - Assist in creating communication materials, newsletters, FAQs, and leadership updates aligned with the CEFUT program messaging strategy.
  - Coordinate logistics and preparation for program sessions, workshops, leadership meetings, and training events. Help design/create and maintain training content, user guides, and enablement materials in collaboration with SMEs and training teams.
  - Monitor market readiness indicators and track progress across workstreams to help identify risks, gaps, or dependencies. Execute communication campaigns and ensure timely dissemination of information to relevant stakeholders.
  - Collaborate with country change teams to collect data, consolidate feedback, and support local change execution. Assist in hyper-care activities post go live by tracking user feedback, adoption blockers, and training needs.
  - Maintain change dashboards, reporting templates, and program documentation with consistent quality and accuracy.
  - Work closely with PMs, Product Owners, and functional teams to ensure alignment between change, communication, and training activities.
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- Support team building capabilities initiatives including greater depth of functional / commercial topics and our core capabilities (covering Consulting, Program Management and Learning) with focus on strengthening our capabilities, enhancing templates, tools, workflows, and best practices across the organization.

### Essential requirements:

- 5+ years' experience supporting large, complex programs end-to-end, ideally in a consulting, transformation or cross-market environment, preferably with a focus on commercial and / or pharma industry experience.
- Experience supporting change management, communication, training, or transformation programs.
- Basic understanding of digital or CRM transformations and user adoption principles
- Proven ability to collaborate across diverse functions and manage senior stakeholders.
- Strong analytical, communication, and problem-solving skills.
- Minimum of a bachelor's degree, preferably in science, engineering, business administration or economics

Desirable requirements:

- Exposure to large-scale technology transformation programs or enterprise CRM rollouts.
- Experience supporting change management, communication, training, or transformation programs.
- Foundational change management certification (e.g., Prosci, ACMP) or training.

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部门

International

Business Unit

Marketing

地点

India

站点

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

BD&L & Strategic Planning

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("kalturaplayer69b46824b7a31066084514"); 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 <= 0) var config = { targetId:
"kalturaplayer69b46824b7a31066084514", provider: { widgetId: "10m7rm1pm", 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
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 } };
```

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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

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to [diversityandincl.india@novartis.com](mailto:diversityandincl.india@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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