NOVARTIS

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

Job ID
REQ-10074416

3   23, 2026

Ireland

This role will be based in either Dublin, Prague or Hyderabad. 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 an Associate Director, 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.

Location: Dublin, Ireland | Prague, Czechia | Hyderabad, India #LI-Hybrid

About the Role

Key responsibilities

- **Lead the development of change impact assessments**, stakeholder maps, and readiness reports for international markets
- **Develop change management & comms** plan following initial discovery phase + program governance (including change journeys, change impact assessments, stakeholder management plans etc).
- **Draft and socialize market engagement and adoption** material for new CRM with frequents updates as needed of the varying program phases
- **Design/create** and **maintain training content**, user guides, and enablement materials in collaboration with SMEs and training teams.
- **Draft and develop 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.
- **Monitor market readiness indicators** taking appropriate action where needed, and track progress across workstreams to help identify risks, gaps, or dependencies.
- **Lead the execution of 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.
- **Drive 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.
- Engage with PMs, Product Owners, and functional teams and lead **alignment between change**, communication, and training activities.

Other responsibilities

- **Lead 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.
- **Build and foster strong stakeholder relationships** and role model structured ways of working, collaboration, and BSI's "One Team, Shared Impact" and culture.

Essential requirements:

- 9 + years' experience supporting large transformation programs, ideally in a consulting setting, preferably with a focus on commercial and /or pharma industry.
- Experience leading change management, communication, training, or transformation programs with significant digital /technology rollouts and later adoption to markets or countries
- Advanced understanding of digital or CRM transformations and user adoption principles
- Proven ability to collaborate across diverse functions and manage senior stakeholders.
- Strong analytical, leadership, change management, activation, communication, and problem-solving skills.
- Minimum of a bachelor's degree, preferably in science, engineering, business administration or economics

Desirable requirements:

- Exposure in leading large-scale technology transformation programs or enterprise CRM rollouts.
- Change management certifications (e.g., Prosci, ACMP) or training

Why Novartis:
Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: https://www.novartis.com/about/strategy/people-and-culture

Commitment to Diversity and Inclusion:

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

Join our Novartis Network:
If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: https://talentnetwork.novartis.com/network

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

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

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International

Business Unit
Marketing

Ireland

Dublin (NOCC)

Company /Legal Entity
IE02 (FCRS = IE002) Novartis Ireland Ltd

Alternative Location 1
Hyderabad (Office), India

Alternative Location 2

Prague, Czech Republic

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("kalturaplayer69c1ccd763a66386574200"); 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: "kalturaplayer69c1ccd763a66386574200", provider: { widgetId: "1Om7rm1pm", 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 } };

```
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

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representative of the patients and communities we serve.

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

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