NOVARTIS

Associate Manager, PE Governance Office

Job ID
REQ-10074910

3   30, 2026

India

Associate Manager, PE Governance Office is responsible for delivering operational support across contracting and compliance workflows for external engagements and funding activities for Global Patient Engagement (PE) in Clinical Development (CD), as well as other CD teams such as GCO, Patient Advocacy (PA) within Corporate Affairs, US Patient Advocacy (US PA) and Biomedical Research (BR). The role partners closely with the Team Lead to advance team level operational and functional initiatives and to ensure seamless execution of processes. In collaboration with relevant activity owners, this position ensures that all engagement and funding activities are completed in a timely and compliant manner. Additionally, the Associate Manager provides oversight, guidance, and problem-solving support to the team, particularly when navigating unexpected process challenges, and contributes to strengthening overall operational excellence.

About the Role

Major accountabilities:

- Prepares, negotiates, and executes contractual agreements in alignment with approved Novartis templates and established legal and compliance requirements.
- Collaborate closely with legal and global and country ERC teams, proactively seeking expert guidance and informed feedback on complex or high impact matters on each activity to ensure alignment with regulatory expectations, internal standards, and organizational policies.
- Coordinates with the relevant activity owners to gather clarifications and ensure the completeness and accuracy of information and data required for engagement and funding activities.
- Maintains ongoing tracking, updates, and reporting of operational data to ensure accuracy, visibility, and compliance across all activities.
- Supports continuous process improvements, promotes knowledge sharing, and contributes to the development and maintenance of SOPs, work instructions, and other process documentation.
- Provides first line user support for enterprise tools and systems (such as Engage, HIP, BeSure, GEMS) for all engagement and funding activity submissions.
- Support the Patient Insight Panel (PIP) process by ensuring accurate tracking and timely execution of quarterly payments.
- Serves as a subject matter expert by leading team training, refreshers, and capability building sessions.
- Supports the Transfer of Value (TOV) monthly data validation process, coordinating with cross functional teams to ensure timely, accurate, and compliant validations in the context of patient engagement.
- Contributes to operational and functional initiatives, including organizing and leading team calls, supporting UAT activities, and participating in system or process enhancements.
- Escalates system defects and complex access issues to the appropriate support teams to ensure timely investigation and resolution.
- Drives alignment with Legal on contract templates, implementation practices, and ongoing communication to ensure consistent application across the organization.
- Supports the preparation, reporting, and presentation of Key Performance Indicators (KPIs) and other governance metrics.
- Support end to end U.S. Patient Advocacy (USPA) funding submissions within the external funding management system (e.g. NGCS), ensuring completeness, accuracy, and adherence to all internal and external policies.

Key Performance Indicators:

- Accurate and timely execution of project management tasks
- Successful implementation of agreed project/process activities
- Strong collaboration and effective partnerships with the respective and relevant stakeholders
- Successful implementation of team initiatives
- Clearly demonstrated Novartis Values & Behaviors

Education:

- Bachelor or Master degree in science, Law or Business administration
- Preferred Project management certification

Experience /Professional Requirements:

- Excellent interpersonal, verbal and written communication, and negotiation skills, with a credible and persuasive presentation style.
- 6+ years of experience working within global, complex, and cross functional environments.
- Proven track record in project management, stakeholder management and contract management skills
- Familiar with the Drug Development process, good understanding of the Development organization
- Ability to simplify processes while delivering on given objectives.
- Strong analytical and data driven mind-set
- Action orientated mindset: make things happen - exhibit a strong will to drive change.
- Ability to work independently without much direction and guidance.
- Ability to simplify and optimize processes to meet objectives. Experience with process improvement initiatives, risk/issue management, vendor management
- Proven ability to manage multiple demands, shifting priorities, and unexpected challenges while maintaining a positive, solution-oriented mindset
- Act as change agent for the Novartis Inspired Curious Unbossed culture.

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

Alternative Location 1
Dublin (NOCC), Ireland

Alternative Location 2
London (The Westworks), United Kingdom

Functional Area
Legal & Intellectual Property & Compl.

Job Type
Full time

Employment Type
Regular

Shift Work
No

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if (KalturaPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if
(KalturaPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if
(KalturaPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents =
[]; if (KalturaPlayer.plugins["googleAnalytics"]) { 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"}); } catch (e) { console.error(e.message) }

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 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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