

## BSI Associate Director, Capabilities & Operations

Job ID  
REQ-10076473

4月 28, 2026

India

### 摘要

Associate Director, Capabilities & Operations  
#LI-Hybrid

Location: Hyderabad

About the Role:

The BSI Associate Director, Capabilities & Operations is responsible for driving operational excellence and capability enablement within the BSI IV&A organization, ensuring high-quality, predictable, and scalable delivery of IV&A BSI services across International, Regional, and Country teams. Enable teams to deliver impact by strengthening tools, processes, data infrastructure, governance & resource allocation decisions within BSI organization.

The role acts as the execution and capability engine of Access Excellence, translating strategy, roadmaps, and governance into effective day-to-day operations, standardized ways of working, and sustainable capability development across IV&A organization.

## About the Role

### Major Accountabilities

#### Operational Excellence & Service Delivery:

- Lead day-to-day operations of Access Excellence and BSI operational services.
- Lead operational planning cycles e.g. annual budget analytics, resource allocation & prioritization
- Support standardization of core access BSI deliverables based on feedback from key x-functional stakeholders
- Drive efficiency and simplification initiatives in BSI, including collaboration with BSI CLS teams
- Ensure optimal allocation of FTEs within BSI teams and lead analytics to support the same based on portfolio / external environment changes
- Ensure timely, high-quality delivery aligned with SOPs and governance standards.
- Monitor service performance, KPIs, and delivery health, driving corrective actions.

#### Capability Building & Enablement:

- Support design and implementation of capability frameworks, training programs, onboarding, and upskilling initiatives across access functions in International, Regions & Countries
- Ensure capabilities evolve in line with IV&A roadmap priorities and access complexity.
- Support identification of skill gaps and support targeted learning programs e.g. Value storytelling, building analytics capabilities, payer engagement & price negotiation etc
- Build best practice repositories and playbooks
- Support access excellence organization on deployment with E&E teams in countries

#### Process Excellence & Standardization:

- Own and continuously improve intake, prioritization, and delivery tracking processes.
- Drive process simplification, automation, and standardization across BSI.

#### IV&A Roadmap & Governance Execution:

- Translate IV&A and Access Excellence roadmaps into operational plans and deliverables.
- Support governance forums, book of work tracking, and budget/resource planning.
- Lead PMO for IV&A roadmap in close collaboration with BSI project managers for workstream
- Lead tracking and reporting of IV&A roadmap workstreams, budgets, impacts with a standardized KPI framework

#### People Leadership & Team Development:

- Lead and develop operations and capability leads through coaching and performance management.
- Build managerial capability, succession plans, and an enterprise-first culture.

#### Continuous Improvement & Transformation:

- Drive continuous improvement initiatives using data, analytics, and automation.
- Contribute to the evolution of the BSI operating model for scalability and resilience.

#### Requirements:

- Post-graduate degree (Masters or PhD) in relevant discipline (including health economics, epidemiology, health services research, public health, or business management)
- 8-12 years experience in Market Access, Operations, Analytics, or Capability roles.
- Demonstrated experience driving operational excellence, transformation, capability building and process improvement.
- Experience in dashboards, KPIs, Performance management systems
- Proven people-management experience in global, matrixed organizations.
- Demonstrated experience supporting early pipeline and/or BD&L decisions.
- Experience working in global, matrixed organizations.
- Proven leadership (people management and project management)

#### Commitment to Diversity and Inclusion

Novartis is committed to building an outstanding, inclusive workplace and diverse teams that reflect the patients and communities we serve.

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 \(PDF 30 MB\)](#)

部门

International

Business Unit

General Management

地点

India

站点

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Market Access

Job Type

Full time

Employment Type

Regular

Shift Work

No

```
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sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true,
showSpeedMenu: false }, css : "/modules/custom/arcticnckalturaaddon/css/kalturavideo.css",
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(KalturaPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
```

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(KalturaPlayer.plugins["transcript"]) { config.plugins["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 }; } if (KalturaPlayer.plugins["preventSeek"]) {
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false }; } if (KalturaPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; }
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(KalturaPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if
(KalturaPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents =
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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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kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1_dgfvmafo"}); } catch (e) { console.error(e.message) }
```

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