

## Senior Manager - Field Operations

Job ID  
REQ-10077606

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India

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### 摘要

The Senior Manager, Field Operations is accountable for Field Operations delivery across all international markets. This role combines functional leadership with people management, focusing on building high-performing teams and delivering consistent, high-quality outcomes for International, Regional, and Country (I R C) stakeholders.

The role requires deep expertise in at least one Field Operations capability—Incentive Compensation (IC) Design, IC Operations, or Call Planning & Alignment—along with a strong understanding of end-to-end commercial operations. The incumbent will champion operational excellence, continuous improvement, quality assurance, and technology-driven innovation while fostering a culture of accountability, collaboration, and capability development.

### About the Role

## Key Responsibilities:

### 1. Stakeholder Engagement & Delivery

- Act as the single point of accountability for Field Operations deliverables for I R C stakeholders.
- Lead end-to-end execution, governance, and optimization of Field Operations processes in alignment with enterprise guidelines.
- Establish and maintain robust quality assurance frameworks and ensure consistent adherence.
- Communicate project plans, dependencies, risks, and outcomes in a timely and transparent manner.
- Deliver actionable insights to stakeholders and ensure effective follow-through.

### 2. Capability Building & Thought Leadership

- Provide thought leadership for International markets in at least one Field Operations capability (IC Design, IC Operations, or Call Planning & Alignment).
- Stay current with industry best practices and proactively embed them into operational delivery.
- Ensure International guidelines are regularly reviewed, refreshed, and communicated.
- Evaluate and adopt relevant technologies and platforms

### 3. Operational Excellence & Compliance

- Lead cycle review meetings and retrospectives with key stakeholders to drive continuous improvement.
- Maintain end-to-end process maps with clear ownership and accountability.
- Identify and execute opportunities for process optimization, standardization, and automation.
- Ensure full compliance with internal controls, governance, and audit requirements, particularly for Incentives processes.

### 4. Strategic & Cross-Functional Collaboration

- Partner closely with Execution Excellence teams in regions and countries, and with Field Performance Management teams at headquarters.
- Provide high-quality data, insights, and advisory support for global initiatives.
- Contribute to and support broader field transformation and change initiatives.

### 5. Talent & People Development

- Lead and develop a team of 5-7 associates
- Build a high-performance culture grounded in trust, accountability, and psychological safety, aligned with company values and behaviors.
- Identify capability gaps and address them through targeted coaching, mentoring, and training initiatives.

## Functional Skills & Knowledge

- Sales Force Effectiveness (SFE) expertise
- Strong business partnering and strategic planning capabilities
- Data-driven decision making and analytical mindset
- Digital and platform fluency
- Program and project management
- Team leadership and capability development
- Effective communication and influencing skills
- Governance, risk, and compliance management

#### Essential Requirements:

##### Strategic & Technical Expertise

- 8+ years of experience in commercial operations within the life sciences or pharmaceutical industry.
- Minimum 4 years of experience leading Field Operations delivery in a large pharmaceutical organization.
- Working knowledge of commercial sales and prescription (Rx) data.
- Proven experience shaping and executing cross-functional enablement strategies in complex, matrixed global environments.

##### Leadership & Oversight

- Demonstrated success in leading delivery-focused, high-performing teams.
- Strong experience in operational governance, excellence, and innovation.
- Ability to influence and collaborate effectively with senior stakeholders across functions and geographies.

##### Program & Change Management

- Solid background in program and project management, including transformation initiatives.
- Proven ability to scale operations while maintaining high quality and efficiency.

##### Technology & Innovation

- High learning agility with demonstrated adoption of new technologies.
- Familiarity with Sales Performance Management (SPM) platforms.
- Experience contributing to or leading AI-enabled initiatives.

##### Location & Work Model

- Hyderabad - NKC
- Hybrid work model; minimum 12 days per month in the office

#### Desirable Requirements:

- Minimum tenure of 24 months in current role

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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  
Marketing

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6a4387ec34420712448710", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop:
false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options:
{}}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu:
false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets:
['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
kPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(kPlayer.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 (kPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation =
{ position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if
(kPlayer.plugins["hotspots"]) { config.plugins["playkit-js-hotspots"] = { disable: true }; } if
(kPlayer.plugins["moderation"]) { config.plugins["playkit-js-moderation"] = { disable: true }; } if
(kPlayer.plugins["info"]) { config.plugins["playkit-js-info"] = { disable: true }; } if
(kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if
(kPlayer.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 } }; }
```

```
// Ensure the global player registry array always exists, regardless of embed type.  
window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise =  
thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() returns a  
Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to  
capture the player directly. thumbEmbedPromise .then(function(player) {  
window.kalturaPlayerVideos.push(player); // Notify kaltura_data_layer.js that a new player is ready so  
it can // attach custom event listeners immediately, regardless of when // the user clicked the  
thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', {  
detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) {  
console.error(e.message) }
```

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