

## Director, Site Operations and External Partner Management

Job ID  
REQ-10079649

7月 29, 2026

India

Available in: English

### 摘要

The Director, Site Operational Excellence & External Partner Management leads the integration of Operational Excellence, Site and Global Operations, and global External Partner Management (EPM) to deliver high-quality, compliant, and cost-effective solutions across internal and external networks.

This role drives site productivity and site and global operations, externalization strategy, and partnership governance, ensuring alignment with ARD/TRD global priorities, regulatory standards, and portfolio delivery objectives.

### About the Role

### Key Accountabilities

## **Operational Excellence & Site Performance**

- Define and execute site OpEx strategy aligned with ARD/TRD global objectives
- Drive continuous improvement (Lean, data analytics, digital enablement) to enhance productivity and reduce cycle times
- Establish performance management systems (KPIs, dashboards, governance reviews)

## **Technical Operations Leadership**

- Provide strategic oversight of technical operations, analytical infrastructure, and service delivery (including instruments, samples, engineering, procurement, shipment)
- Ensure lifecycle management, reliability, and scalability of analytical capabilities
- Build sustainable technical capabilities and future-ready operations

## **External Partner Management (EPM) & Network Strategy**

- Lead ARD externalization strategy, including partner selection, onboarding, and governance
- Drive performance management of external partners through structured reviews and KPIs
- Ensure seamless integration of external partners into project delivery frameworks
- Optimize global partner network for cost, quality, and speed

## **Quality, Compliance & Risk Management**

- Ensure compliance with GMP, CFR 21, and Novartis quality standards across internal and external operations
- Accountable for QMS, audits, deviations, and inspection readiness
- Lead risk management for external partners and operational processes

## **Financial Stewardship & Value Delivery**

- Accountable for site Capex/Opex and external spend optimization
- Drive value creation through strategic sourcing and make - vs - buy decisions
- Enable cost competitiveness while maintaining quality and timelines

## **Leadership & Organizational Impact**

- Lead and develop high-performing teams across operations and EPM
- Foster a culture of accountability, collaboration, and continuous improvement
- Act as a key member of Global ARD LT
- Influence global stakeholders and drive enterprise-wide alignment

## **Minimum Requirement**

- Advanced degree (PhD / MSc) in Pharmaceutical Sciences, Chemistry, or related field
- 18 - 20 years of extensive experience in R&D / Technical Operations with strategic mindset
- Proven leadership in Operational Excellence and continuous improvement
- Significant experience managing external partners (CMOs/CROs)
- Strong understanding of GMP/QMS and regulatory frameworks

- Demonstrated success in leading global, cross-functional teams
- Experience in managing lab operations setup.

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部门  
Development

Business Unit  
Development

地点  
India

站点  
Hyderabad (Office)

Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area  
Research & Development

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

```
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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"]) {
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false, playlistEvents: false, castEvents: false } }; }
```

```
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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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