

Senior Manager - CE compliance & Field Inquiries

Job ID
REQ-10087243

9月 08, 2026

India

摘要

- Explore, develop, implement and evaluate Digital innovation solutions that address customer needs. Co-create with key stakeholders to build partnerships and collaborations.
- Leads the delivery of multiple projects across a variety of creative and marketing channels, including print and digital media. Develop and coordinate project plans across the design, development and production stages of a project to support the successful delivery within set KPI's.
- Works in collaboration with brand teams, technical teams and all functions to maximize value.
- Provides consultancy, advice and assistance on strategy for commercialization of products, and influence marketing/Marketing Sales Operation team through delivery of proven analytics based projects.
- Provide analytics support to Novartis internal customers

About the Role

Senior Manager - CE compliance & Field Inquiries

Location - Hyderabad #LI Hybrid

Major Accountabilities:

- **Operations and Quality:** Oversee audit queues in Concur to ensure reports are reviewed within agreed SLAs, with clear documentation of findings and rationale for approvals/rejections and daily FIS ticket queue, ensuring timely triage, assignment, resolution, and closure.
- **Creative Consulting:** Serve as a creative consultant, translating stakeholder needs into tangible, innovative learning solutions. You 'll be a true partner, able to envision and articulate what success looks like for every ask
- **Strategic Execution:** Be a strategic thinker and executor, driving initiatives from concept to launch and ensuring flawless execution. Act as the first line of support for sales and business teams to clarify inaccurate or incomplete entries
- **Stakeholder Partnership:** Build strong partnerships with key stakeholders, fostering collaboration and trust to deliver best-in-class learning experiences
- **Project Management & Impact:** Demonstrate strong project management skills, coordinating boards and cross-functional teams to drive measurable impact
- **Technological Adaptability:** Demonstrated ability to quickly learn and integrate emerging technologies into solutions, ensuring continuous innovation and relevance
- **Knowledge Management & Process Control:** Identify gaps in article coverage and collaborate with SMEs to enhance content, decision trees, and troubleshooting guidelines. Ensure team members follow standardized workflows and documentation protocols.
- **People Leadership:** Lead, coach, and develop a team. Conduct quality audits, calibrations, and feedback sessions to ensure consistency and accuracy. Manage staffing, performance reviews, training plans, and knowledge-upskilling initiatives.

Educational Requirement:

- Bachelor ' s degree in business, technology, life sciences, engineering, or a related field is required; MBA or relevant master ' s degree preferred.

Minimum Experience:

- 6-8 years ' experience in operations, service delivery, or ticketing environments.
- Experience with ServiceNow/SNOW or inquiry management systems preferred.
- Familiarity with SAP Concur or similar expense management tools or experience in a compliance or audit-related role
- Strong problem-solving, communication, and stakeholder-management skills.
- Proficiency in Microsoft Excel, BI Reporting for data handling and reporting
- Willingness to learn and adapt in a dynamic, team-oriented environment

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

US

Business Unit

General Management

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:
"kalturaplayer6aa1fd1ca87b4203136045", 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 kalturadatalayer.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) }

```

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.

Job ID
REQ-10087243

Senior Manager - CE compliance & Field Inquiries

[Apply to Job](#)



Job ID
REQ-10087243

Senior Manager - CE compliance & Field Inquiries

[Apply to Job](#)

Source URL:

<https://www.novartis.com.cn/careers/career-search/job/details/req-10087243-senior-manager-ce->

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://www.novartis.com/sites/novartis.com/files/novartis-life-handbook.pdf>
3. <mailto:diversityandincl.india@novartis.com>
4. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Hyderabad-Office/Senior-Manager---CE-compliance---Field-InquiriesREQ-10087243>
5. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Hyderabad-Office/Senior-Manager---CE-compliance---Field-InquiriesREQ-10087243>