NOVARTIS

REFS Specialist

Job ID
REQ-10087942

九月 14, 2026

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摘要

The REFS Specialist provides subject-matter expertise and end-to-end operational ownership across assigned Real Estate & Facility Services activities. The role translates business and site needs into reliable, compliant, cost-effective service solutions; applies data and professional judgement to identify risks and improvement opportunities; and drives actions through internal stakeholders and external service partners. The position acts as a trusted point of contact for assigned REFS domains and supports a safe, efficient, sustainable, and high-quality workplace environment.

Role Scope and Specialist Expectations
- Own assigned REFS processes and service outcomes within delegated authority, rather than limiting the role to administrative coordination.
- Apply specialist knowledge of REFS standards, local requirements, service contracts, operational risks, and site priorities.
- Analyze performance data, trends, incidents, customer feedback, and cost drivers; convert findings into practical recommendations and action plans.
- Provide expert guidance to stakeholders and service partners, escalating material risks, compliance gaps, and decisions requiring management attention.
- Lead defined improvement initiatives and workstreams from assessment through implementation,

benefit tracking, and sustainable handover.
- Maintain effective governance, documentation, controls, and reporting for assigned services.

About the Role

Major Accountabilities

Service Ownership and Operational Excellence

- Act as the specialist owner and primary point of contact for assigned REFS service areas, which may include cleaning, food and coffee services, facility maintenance, occupational health services, physical workplace, security, and employee transportation.
- Define, monitor, and challenge service performance against agreed SLAs, KPIs, quality expectations, and site requirements.
- Investigate recurring service issues, identify root causes, agree corrective actions, and verify effectiveness.
- Develop and maintain service standards, operating routines, inspection mechanisms, escalation paths, and performance dashboards.
- Drive customer-focused improvements while balancing compliance, service continuity, cost, quality, and employee experience.

Contractor and Supplier Performance Management

- Provide day-to-day governance of subcontractors and service partners within assigned scope.
- Monitor supplier performance, staffing, training, documentation, service quality, and adherence to contractual and site requirements.
- Lead or facilitate service reviews, document decisions and actions, and follow through to closure.
- Identify performance gaps and support recovery plans, change requests, commercial discussions, and issue escalation in collaboration with Procurement and REFS leadership.
- Ensure contractor activities are planned and executed with appropriate operational, quality, HSE, and business continuity controls.

Cost, Procurement, and Resource Optimization

- Identify, evaluate, implement, and report cost-saving and productivity opportunities without compromising compliance or service quality.

- Perform spend and consumption analysis, prepare business cases, and track realized benefits against approved targets.

- Provide accurate specifications, operational data, service volumes, and technical input for sourcing and procurement activities.

- Support purchase orders, approvals, invoice validation, budget tracking, forecasting, and financial reconciliations within assigned scope.

- Recommend demand-management, process, contract, or specification improvements based on evidence and stakeholder needs.

Projects, Change, and Continuous Improvement

- Lead or support REFS projects and improvement initiatives, including scope definition, risk and opportunity assessment, stakeholder alignment, implementation planning, and progress reporting.

- Apply structured problem-solving and continuous improvement methods to remove waste, simplify processes, improve controls, and strengthen service stability.

- Assess operational readiness and support implementation of new or changed services, systems, layouts, equipment, and supplier arrangements.

- Ensure project actions, risks, dependencies, decisions, and benefits are documented and actively managed.

Quality, Compliance, Audit, HSE, and BCM

- Maintain audit and self-inspection readiness for assigned services and ensure required evidence is accurate, current, and retrievable.

- Support inspections and audits as the REFS subject-matter contact; explain processes, provide documentation, and coordinate timely follow-up actions.

- Ensure compliance with applicable Novartis requirements, Data Integrity expectations, local legal obligations, Quality standards, HSE procedures, and BCM requirements.

- Inspect and monitor supplier HSE systems and site implementation; report, investigate, and follow up HSE incidents and unsafe conditions within assigned scope.

- Monitor statutory and employer-related documentation requirements and escalate identified gaps promptly.

- Provide professional guidance on non-compliance and support proportionate corrective or disciplinary processes in collaboration with the accountable functions.

Stakeholder Management, Governance, and Capability Building

- Build trusted relationships with site functions, leadership teams, employees, Procurement,

Quality, HSE, P&O, Finance, and external partners.

- Organize and facilitate governance, operational, and project meetings; provide concise analyses, decisions required, risks, and action tracking.

- Assess training and capability needs for assigned services; coordinate implementation and verify completion and effectiveness where applicable.

- Communicate service changes, risks, performance, and improvement outcomes clearly to relevant audiences.

- Share expertise, standardize good practices, and contribute to REFS knowledge management and succession readiness.

Key Performance Indicators

- Achieve high customer satisfaction levels across key service areas in line with agreed Service Level Agreements (SLAs), including:
    - Cleaning Services
    - Food and Coffee Services
    - Facility Maintenance
    - Occupational Health Services
    - Physical Working Environment
    - Security Services
    - Coach Bus Transportation Services
- Maintain full compliance with Novartis and country-specific Quality, HSE, and Business Continuity Management (BCM) standards.
- Support the delivery of effective succession planning and performance management processes while fostering a positive employee culture that promotes service excellence and talent development.
- Achieve and maintain all defined operational and service-related KPIs.

Professional Competencies

- Leadership
- Communication
- Negotiation
- Follow-up and execution excellence

Organizational Impact: High business impact through the management and coordination of critical site activities.

Ideal Background

Education

- University degree or equivalent qualification.

Languages

- Good command of written and spoken English.
- Proficiency in the local language is mandatory.

Experience

- Approximately five years of relevant professional experience, preferably within multinational organizations.
- Strong ability to communicate effectively across organizational levels and interact with leadership teams.
- Demonstrated capability to build long-term stakeholder relationships and establish credibility.
- Experience managing complex operational environments and delivering high levels of customer satisfaction.
- Strong problem-solving, negotiation, and change leadership skills.
- Strategic mindset with the ability to identify opportunities and translate them into actionable strategies.
- Ability to challenge stakeholders constructively when necessary.
- Working knowledge of REFS domains, including Real Estate Management (REM), Design & Construction Management (DCM), Facility Services (FS), and Health, Safety & Environment (HSE)

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Benefits and Rewards: Learn about all the ways we ' ll help you thrive personally and professionally. Read our handbook (PDF 30 MB)

部门
Operations

Business Unit
Production / Manufacturing

地点
T ü rkiye

站点
İ stanbul Kurtk ö y

Company / Legal Entity
TR01 (FCRS = TR001) Novartis Sa ğ l ı k, G ı da ve Tar ı m Ü r ü nleri San. Ve Tic. A. Ş .

Functional Area
Technical Operations

Job Type
Full time

Employment Type
Regular

Shift Work
No

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