

Vendor Alliance Lead - Associate Director FSP

Job ID
REQ-10088643

九月 29, 2026

India

摘要

Reporting to the Head Vendor Alliance FSP, the CAL Vendor Alliance Lead Associate Director is responsible for the management of outsourced clinical services and deliverables of supported External Relationship Management Teams (ERMT).

- Working within a matrix environment, the VAL Vendor Alliance Lead AD is accountable for all operational aspects of all supported ERMTs
- Supplier Service or Equipment expert for the assigned services within the ERMTs to drive value beyond cost from Novartis' external supplier base
- Supporting the implementation of the agreed outsourcing strategies
- Responsible for supplier governance, management and issue management/escalation across global GCO and locally and cross-divisionally as required (e.g. Country, Development, NIBR, Sandoz).
- Function as a point of escalation for supplier issues which cannot be resolved at the individual Clinical Trial Teams level
- Leverage knowledge, experience and understanding of service category(s) and suppliers to provide support to the operational management within the ERMT(s)
- Lead supplier due diligence activities with ERMT

About the Role

Major accountabilities:

- 1. Lead business review meetings with vendors based on KPI and KQIs
- 2. Lead and/or support internal cross-functional ERMT meetings
- 3. Manages escalated global vendor issues, or selected country vendor issues
- 4. Identifies systemic patterns, driving root cause analysis and sustainably and effectively addresses pain points
- 5. Using technological enablers to drive automated and systematic issue resolution
- 6. Function as service category expert providing expertise and training to stakeholders
- 7. Ensures compliance with all required SOPs and business guidance documents
- 8. Provides Health Authority inspection support
- 9. CAPA management from audit & inspections
- 10. Drives value through process improvement and innovation within category
- 11. Proactive risk management within category
- 12. Supporting global and local vendor qualification if required
- **Key performance indicators:**
 - ERMT(s) meet business objectives
 - Robust processes to capture and measure the issue resolution, escalation and risk mitigation, and communication of supplier quality/performance issues
 - Highly integrated and seen as supplier experts within ERMTs, and related business stakeholders like Procurement, Finance, Compliance, ESP QA.
 - No deviations to Novartis specifications and Standard Operating Procedures; Supplier due diligence activities (qualifications and re-qualifications) are completed in a timely manner to minimize any delays to study startup timelines and non-compliance
 - Contribute to continuous improvements/enhancements to benefit business community
 - Complete and accurate documentation to facilitate successful internal and external audit / inspections
 - Timely oversight, completion, and management of assigned supplier qualification and re-qualification requirements
 - Accountable for quality and completeness of qualification and governance documentation in VPG systems including ERMT meeting minutes

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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
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

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6abca15cf3407380446917", 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: "1dgvmafo"}}); // 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) }

```

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