NOVARTIS

Director, Process Effectiveness and Monitoring

Job ID
REQ-10093091

十一月 23, 2026

Switzerland

摘要

#LI-Hybrid

Location: Basel, Switzerland
Relocation Support: Yes

Ready to shape how Medical Affairs governance translates into consistent, high-quality execution across international markets?

As Director, Process Effectiveness and Monitoring, you will lead an International Medical Affairs (IMA) -wide governance portfolio focused on strengthening process effectiveness, first-line monitoring, quality oversight, audit and inspection readiness, and continuous improvement across regions and more than 60 countries and territories.

You will translate Medical standards and compliance requirements into practical, scalable operating frameworks, using data, analytics, automation, and responsible AI to identify risks, generate actionable insights, and improve execution. Working across the IMA Office, regions, countries, and key cross-functional partners, you will help build a proactive, risk-based governance environment that

strengthens quality, compliance, and organizational effectiveness. Reporting to the Head of International Medical Affairs, Process Effectiveness and Monitoring, you will play a key role in strengthening governance maturity and driving sustainable process excellence across International Medical Affairs.

About the Role

Key Responsibilities:

- Lead the IMA-wide Process Effectiveness and Monitoring governance portfolio across regions, countries, and the IMA Office.
- Translate Medical Affairs standards, policies, and compliance requirements into practical and scalable operating frameworks.
- Design and strengthen risk-based first-line monitoring approaches to provide proactive oversight of process effectiveness, quality, and compliance.
- Define and monitor meaningful KPIs and KQIs, using data-driven insights to identify trends, risks, and opportunities for improvement.
- Drive audit and inspection readiness across International Medical Affairs, ensuring sustainable preparedness and effective follow-up.
- Lead systemic Corrective and Preventive Action (CAPA) approaches and continuous improvement initiatives addressing recurring or cross-market issues.
- Partner with regional and country Medical Affairs teams to strengthen governance maturity and consistent adoption of Medical standards.
- Leverage analytics, automation, and responsible AI to enhance monitoring, identify emerging risks, and improve governance effectiveness.
- Collaborate across Medical Affairs, Quality, Ethics, Risk & Compliance, Legal, and other key functions to ensure aligned governance and risk management.
- Provide strategic insights and recommendations to senior leadership, translating monitoring outcomes and governance trends into clear actions and sustainable process improvements.

Essential Requirements:

- Advanced degree in Medicine, Pharmacy, Life Sciences, Quality, Compliance, Risk Management, or a related discipline.
- Minimum 8 years of experience in Medical Affairs, Medical Governance, Quality, Compliance, Risk Management, or related functions within the pharmaceutical industry.
- Country-level experience combined with above-country, regional, or international experience, bringing a strong understanding of how global standards translate into local execution.
- Proven experience supporting multi-country first-line assurance, including risk-based monitoring, quality oversight, internal controls, audit and inspection readiness, CAPA management, and sustainable remediation or continuous improvement initiatives.
- Strong experience translating enterprise standards into country practice, including audit and inspection readiness and cross-country remediation.
- Strong analytical and data-driven capabilities, with experience using KPIs, KQIs, monitoring insights, or other quality indicators to identify risks and drive improvements.
- Excellent written and spoken English, with strong communication, influencing, analytical, organizational, and stakeholder-management capabilities.

- Demonstrated ability to navigate complex matrix organizations and influence senior stakeholders across functions, regions, and countries.

Desirable Requirements:

- Formal training or certification in Quality, Risk Management, or Compliance.
- Proficiency in additional languages beyond English is an advantage.

Accessibility and accommodation
Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to diversity.inclusionch@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Benefits: Read our handbook to learn about all the ways we ' ll help you thrive personally and professionally: Novartis Life Handbook

Expected Annual Base Salary Range for role:

The base salary offered is determined based on gender-neutral objectives, such as relevant skills, competencies and experience in accordance with the Novartis pay setting policy and upon joining Novartis will be reviewed periodically.

In addition to your base salary, you may be eligible for a performance-based bonus depending on certain performance parameters.

The rewards of being part of our team go far beyond base pay and incentives. We also offer a variety of competitive benefits in kind to help you thrive personally and professionally, such as insurance plans, retirement plans, wellbeing resources and global recognition programs. In addition, we provide flexible and hybrid working options, where possible, and minimum 14 weeks paid parental leave.

In addition to your base salary, you may be eligible for a performance-based bonus depending on certain performance parameters. Long-term equity awards granted at group level may also be part of your package. Further details will be provided during the application process.

Note: Benefits and compensation may vary by country and are subject to local legal requirements, including provisions of collective bargaining agreements where applicable. A full overview of your compensation package, including any relevant collective bargaining agreement details applicable to your role based on your employment location and Novartis employer entity, will be communicated separately to you during the application process.

Commitment to Diversity & Inclusion: Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

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)

Primary location salary range
CHF150,500.00 - CHF279,500.00

部门
International

Business Unit
General Management

地点
Switzerland

站点
Basel (City)

Company / Legal Entity
C028 (FCRS = CH028) Novartis Pharma AG

Functional Area
Research & Development

Job Type
Full time

Employment Type
Regular

Shift Work
No

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId: "kalturaplayer6b048fb219624731330496", 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) }

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