

Sr. Spec. DDIT ISC Gov Digital

Job ID

REQ-10032460

Jan 21, 2025

India

Summary

-Assist in activities to implement and monitor enterprise information security risk and control processes to protect patients and company information both internally and at third parties. -Support implementation of security governance principles and processes across functions leveraging enterprise policies, awareness and training programs as well as in-country business partnering.

About the Role

Band: Level 4

Position Purpose: Novartis continues to evolve its bold strategy as an Innovative Medicines company to drive org-wide digital transformation that includes the development and implementation of digital technologies and ways of working within every part of the Novartis organization to achieve group-wide strategic objectives.

The **Senior Specialist Digital Engagement Governance** role in the **Information Security & Governance (ISG) team, under the Information Security & Compliance (ISC)** will be working as part of the Data, Digital and Information Technology (DDIT) will be an exciting opportunity for actively engaging in the execution of day-to-day operations as part of the Digital Engagement Governance & Channel Engagement Business Enablement team in Hyderabad implementing a customer centric governance framework for the Digital Engagement Governance and Business Enablement team in Hyderabad. Associates are required to manage digital governance across the organization while assuring adherence to regulatory, safety and other compliance requirements (internal and external) and proactively managing the risk exposure for Novartis.

Major Accountabilities

- Lead/support the definition of standards and processes required for digital assets/channels portfolio – governance, risk & compliance (governance master process)
- Lead and drive the risk identification and assessment for Novartis' digital engagement activities that need governance oversight to follow the regulatory requirements and all applicable Novartis policies, procedures, standards and guidelines to maintain compliance throughout their life cycle
- Implement end-to-end process view for digital asset/channel portfolio and identify gaps and areas for improvement/simplification (control framework & control ownership)
- Work with compliance/risks functions (like Patient Safety, Ethics, Risk & Compliance, Legal, Legal Brand Protection, Data Privacy & Artificial Intelligence, Information Security & Compliance, Regulatory Affairs, Quality) at an Enterprise level in support of digital engagement projects to unblock problem statements and accelerate time to market speed
- Support the continuous improvement of the governance end-to-end process (operational excellence) through applying 'by-design' principles, lean management approaches and automation efforts for best-in-

class operational excellence

- Implement end-to-end governance process in a fast changing and growing landscape of digital assets/channels/platforms/technologies
- Support translation of business needs to digital governance requirements; support maximizing business value through enabling risk-based governance and addressing bottlenecks
- Leverage and translate learnings for supporting our business functions through awareness & trainings
- Collaborate with key stakeholders to evaluate, understand and support projects to unlock digital activities and innovation within the business
- Maintain the digital asset/channel governance registry ensuring business ownership and accountability for each digital asset/channel whilst maintaining oversight through the lifecycle including effective change management; create transparency by building oversight on existing digital assets/channels
- Collaborate with compliance/risks functions (like Patient Safety, Ethics, Risk & Compliance, Legal, Legal Brand Protection, Data Privacy & Artificial Intelligence, Information Security & Compliance, Regulatory Affairs, Quality) to identify and report on deviations (incl. recommended actions) and implement corrective and preventive actions for remediation
- Contribute to engaging Digital Governance Champions to support their business functions to ensure governance while also helping to manage the network of Digital Governance Champions assisting them in their oversight and activities
- Engage and collaborate with Business, partnering with stakeholders to support implementation of governance requirements and enable business digital engagement initiatives in a compliant manner.
- Maintain effective communication channels to optimize the interface between global and local teams to raise awareness on digital governance its related effective implementation
- Support in audits / inspections and remediation of findings (constant readiness). Analyze inspection and audit outcomes on global and country level and ensure global oversight for critical findings
- Lead or participate in cross-functional collaborations at an enterprise level for strategizing and planning quality enhancement projects related to Digital Governance activities and provide ongoing project support and guidance to global teams, regions and countries

Education:

- B.Tech / M.Tech / Engineering / Graduate degree preferred in the relevant field (Life Sciences, Information Technology, Business Administration, Marketing) / MBA

Experience:

- 7+ years of practical experience in areas of governance, compliance and/or risk in highly regulated industries
- Strong project and program management experience in cross-functional/divisional projects
- Digital Technology savvy
- Track record of strong business impact
- Strategic visioning and innovation abilities in governance, risk & compliance

Desirable requirements:

- Some understanding i.e. knowledge/experience with digital marketing, website analytics tools etc.
- Some practical experience in areas of governance, compliance and/or risk consulting
- Strong analytical skills linked with conceptual thinking capabilities to meet quality and compliance standards for performance measurement and risk analysis (KPI's, SLAs, KRIs).
- Ability to focus on delivering to timelines for projects requiring participation of cross-functional/divisional projects

- Experience with Agile project methodologies Understanding basic concepts of Lean / Six Sigma methodology (Green Belt) and tools, Project and Stakeholder Management i.e. project and time management skills

Languages:

- Fluent in English
- Knowledge of other languages is also preferred

Why Novartis? Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

You'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

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

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular
Shift Work
No
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