

# Operations Associate

Job ID  
REQ-10037712  
Jan 22, 2025  
Australia

## Summary

Join Novartis in going beyond innovative science to make a real impact on the lives of people living with diseases. As Operations Associate, you will be part of our passionate Business Excellence & Execution team based in Macquarie Park, Sydney. This is a 12months contract position.

As Operations Associate, you will collaborate closely with our Therapy Areas teams and play a key role in creating a smooth and proactive interaction with customers, so Novartis becomes the best company to work with especially in the operations and events space.

## About the Role

- Communicate effectively, providing proactive and transparent support to customers, both internal and external. Coupled with demonstrating influencing, collaboration, and relationship-building skills to meet customers' specific needs.
- Independently handle complex administrative, planning, and organisational tasks, including strategic planning and operations partnership.
- Bring innovative and creative ideas to enhance customer and patient experiences.
- Maintain a curious mindset, continuously learning and challenging existing processes and people.
- Manage and coordinate administrative projects, taking ownership to achieve the best outcomes for patients and customers.
- Collaborate with internal business functions and external customers, providing guidance on operational best practices and make decisions with integrity and adhere to compliance processes.
- Plan and execute commercial/medical meetings, ensuring compliance with current standards.
- Manage IGM and CLM responsibilities, maintaining accountability and compliance. Accurately update Customer Relationship Management System (CRM) with meeting details.
- Handle HCO & HCP sponsorships effectively.

## About you:

- Minimum of 2 years of experience working in a professional organisation in a coordinator capacity.
- A proactive approach and a strong drive to solve problems and provide regular updates to stakeholders.
- Exceptional planning and organisational skills and ability to prioritise tasks based on customer requirements and organisational objectives.
- Experience in collaborating and innovating across different functions and with external stakeholders with a curious mindset that challenges the status quo.
- Enthusiasm for reviewing processes, policies, and systems to identify areas for improvement and taking action to establish new ways of working.

**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>

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Division

International

Business Unit

Innovative Medicines

Location

Australia

Site

New South Wales (NSW)

Company / Legal Entity

AU04 (FCRS = AU004) AU Pharma Pty Ltd

Functional Area

Sales

Job Type

Full time

Employment Type

Temporary (Fixed Term)

Shift Work

No

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

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