

Specialist – Engage Enterprise Services

Job ID
REQ-10040533
Feb 16, 2025
India

Summary

The purpose of this role is to be the point of contact to the countries for questions on the HIP and ENGAGE E2E processes and provide timely action and ensure accurate resolution to the issue at hand

About the Role

Specialist – Engage Enterprise Services

Location – Hyderabad #LI Hybrid

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The purpose of this role is to be the point of contact to the countries for questions on the HIP and ENGAGE E2E processes and provide timely action and ensure accurate resolution to the issue at hand.

Key Responsibilities:

- Understand requirements of Global, Regional as well as Country stakeholders for HCP Experience/ Engage program and manage day-to-day deliverables as assigned.
- Provide subject matter expertise, especially in area of issue resolution and consultation to Clients on the needs as per the defined parameters of the project.
- Works closely with various stakeholders and ensure timely, efficient, high-quality delivery for projects and activities.
- Ensure consistently high level of Client satisfaction through effective delivery on Client demand and meeting all service/ business KPIs.
- Provide update on the delivery progress to the functional/ operational managers and other stakeholders as needed.
- Develop specialist knowledge in the underlying operational processes and solution of HCP Experience/ Engage Program, particularly in the area of compliance, legal and HCP engagement management
- Understanding of the E2E contract management data flow between systems to investigate and resolve issues in a consistent manner, both in upfront and downstream process (HIP and ENGAGE)
- Expertise in the management and processing of data, operational proficiency in handling master data update requests
- Perform data assessment by comparing need of the stakeholder with the fields available in the system and communicate gaps to the stakeholder and functional/operational managers

Commitment to Diversity & Inclusion: :

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

Essential Requirements:

- Management Degree (or) MBA
- Experience in Systems compliance preferably in legal/ contract management domain
- 3-4 years of overall work experience; preferred for pharma company
- Excellent communication skills

Desirable Requirements:

- Ensuring compliance with the overall systems compliance and contract management services.
- Support business development and process improvement activities.

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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.

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Division

Operations

Business Unit

Innovative Medicines

Location

India

Site

Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited
Functional Area
Legal & Intellectual Property & Compl.
Job Type
Full time
Employment Type
Regular
Shift Work
No
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Accessibility and accommodation

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

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