

Manager, Market Engagement & Governance

Job ID
REQ-10087125
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Индия

Сводка

The Manager, Market Engagement & Governance serves as a key interface between International markets, regions, Commercial & Launch Strategy (CLS), and Business Solutions International (BSI). The role is responsible for supporting stakeholder engagement, demand governance, operational alignment, and customer experience across the BSI service portfolio. The role aligns stakeholder needs with BSI capabilities, facilitates cross-functional collaboration, and ensures priorities are translated into actionable plans and delivered through appropriate teams.

The Manager combines stakeholder management, governance oversight, operational planning and continuous improvement to ensure transparency, accountability, and value realization. The role helps drive alignment between market priorities and BSI resources while supporting the adoption of Golden Standard Solutions, operational excellence initiatives, and AI-enabled ways of working.

Working closely with regional and country stakeholders, CLS, BSI teams, DDIT, Finance, and other cross-functional partners, the Manager contributes to improved customer satisfaction, stronger governance, operational efficiency, and successful delivery of business priorities.

About the Role

Key responsibilities:

Market & Stakeholder Engagement

- Act as a primary point of contact for assigned markets, regions, and above-country stakeholders.
- Gather, prioritize, and coordinate business requests through structured demand governance processes.
- Facilitate collaboration across BSI, CLS, DDIT, Finance, and partner functions.
- Ensure stakeholder needs are understood, addressed, and routed to the appropriate teams.
- Support issue resolution and monitor stakeholder satisfaction with delivered solutions.

Demand Governance & Prioritization

- Support demand intake, prioritization, and tracking across BSI service areas.
- Ensure requests are evaluated and aligned with business priorities, resource availability, and strategic goals.
- Maintain visibility of demand pipelines, resource requirements, risks, and dependencies.
- Support governance forums and decision-making processes.
- Ensure transparency and consistency in prioritization and execution.
- Partner with BSI leadership and functional team to align activities with International and CLS priorities.

AI Governance operations

- Coordinate AI governance activities across stakeholders, technology, risk, legal, and compliance stakeholders.
- Manage AI governance processes, approvals, controls, and reporting frameworks.
- Monitor governance compliance, risk mitigation, and operational KPIs, driving corrective actions where required.
- Manage stakeholder engagement, change management, training, and continuous improvement of AI governance framework in International

Customer Experience & Operational Excellence

- Establish ongoing dialogue with stakeholders to understand satisfaction levels and business needs.
- Monitor adoption and effectiveness of BSI solutions and services.
- Support KPI development, reporting, and performance reviews for stakeholder engagement activities.
- Identify opportunities to improve customer experience, governance effectiveness, and service performance.
- Promote a customer-centric culture across BSI Operations.

Continuous Improvement, AI & Change Enablement

- Identify and implement process improvements that increase efficiency and transparency.
- Drive adoption of automation, GenAI, and digital productivity solutions.
- Support change management activities associated with new services, processes, and operating models.
- Contribute to competency development and best-practice sharing across BSI Operations.
- Leverage AI tools such as Microsoft Copilot and AI Agents to improve productivity and stakeholder service.

Functional Skills & Knowledge

- Strong stakeholder management and customer engagement capability.
- Understanding of demand governance, prioritization, and operational planning processes.
- Experience working in cross-functional, matrixed, and global business environments.
- Strong communication, facilitation, and influencing skills.
- Understanding of operational excellence and continuous improvement methodologies.

- Experience with KPI development, performance reporting, and stakeholder management reporting.
- Ability to align business priorities with operational execution.
- Strong problem-solving and issue-resolution skills.
- Knowledge of GenAI, automation, and digital productivity solutions.
- Good commercial awareness and understanding of International business operations.

Essential Requirements:

- Stakeholder satisfaction and engagement effectiveness.
- Timely and effective demand intake, prioritization, and resolution.
- Alignment of BSI activities with market, regional, and CLS priorities.
- Adoption and utilization of BSI solutions and services.
- Quality and timeliness of governance reporting and operational reviews.
- Successful resolution of stakeholder issues and escalations.
- Delivery of operational excellence and continuous improvement initiatives.
- Productivity improvements enabled through AI, automation, and simplification efforts.

Ideal Background

- **8–12 years of relevant experience**, aligned to a Manager level role.
- Experience in stakeholder engagement, governance, operations, business excellence, PMO, customer success, consulting, or related business functions.
- Experience working in global, matrixed organizations with multiple stakeholder groups.
- Strong track record in cross-functional collaboration and stakeholder management.
- Experience supporting governance forums, prioritization processes, and operational planning activities.
- Exposure to business transformation, change management, or operational excellence initiatives.
- Experience working with reporting, dashboards, performance metrics, and management information.
- Demonstrated ability to influence without authority and build trusted partnerships.
- Pharmaceutical, healthcare, life sciences, or similarly regulated industry experience preferred.
- Proficiency in using Generative AI tools (e.g., Microsoft Copilot, AI Agents) to improve productivity, decision-making, and stakeholder engagement.

Desirable Requirements:

- Stakeholder Management
- Market & Customer Engagement
- Demand Governance
- Operational Planning
- Cross-functional Collaboration
- Customer Experience Excellence
- Governance & Compliance
- Performance Management & KPIs
- Communication & Influencing
- Problem Solving
- Continuous Improvement
- Change Management
- Business Excellence
- AI & Automation Enablement
- Strategic Thinking
- Planning & Prioritization
- Relationship Management
- Operational Excellence

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Дивизион

International

Business Unit

General Management

Место

Индия

Сайт

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
Маркетинг
Job Type
Full time
Employment Type
Regular
Shift Work
No

Accessibility and accommodation

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