NOVARTIS

Lead - FIS & People Placement

Job ID
REQ-10091528
Ноя. 05, 2026
Индия

Сводка

Lead the end-to-end Field Inquiry System (FIS) and People Placement capabilities, ensuring effective field support, timely issue resolution, efficient workforce placement, and strong operational governance.

About the Role

Lead - FIS & People Placement
Location – Hyderabad #LI Hybrid

Major Responsibilities

1. FIS Operations

- Lead end-to-end FIS/ServiceNow operations, ensuring effective triage, routing, resolution, and closure of field inquiries within agreed SLAs.
- Strengthen service quality, knowledge management, root-cause analysis, and resolution of recurring field issues

2. People Placement & Vacancy Management

- Lead People Placement and vacancy-management processes to enable timely and effective field coverage in partnership with business teams.
- Establish scalable mechanisms to identify and manage vacancies, temporary coverage, LOA, training periods, and other placement needs.

3. Governance & Controls

- Establish robust governance, SOPs, quality controls, documentation, and clear ownership across FIS and People Placement.
- Ensure process compliance, audit readiness, SLA adherence, and proactive management of operational risks and exceptions

4. Stakeholder Management

- Serve as the key SME and escalation point, partnering with field leadership, business teams, and global/cross-functional stakeholders.
- Drive alignment across teams to resolve complex inquiries, placement requirements, and field coverage challenges.

5. Operational Excellence & Automation

- Drive simplification, standardization, and automation across FIS, vacancy identification, and People Placement workflows.
- Leverage operational insights and technology to reduce manual effort, improve turnaround time, and enhance stakeholder experience.

6. People & Capability Leadership

- Lead, coach, and develop the team, building strong functional, analytical, and problem-solving capabilities.
- Strengthen cross-training, succession, knowledge sharing, and backup coverage to ensure business continuity.

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Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.
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Дивизион
US
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 (Sales)
Shift Work

No

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