

# Business Process Excellence Sr Specialist

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## Сводка

Location: Hyderabad

The Business Process Excellence (BPE) Senior Specialist enables AI driven process transformation across global process value streams by identifying opportunities, educating stakeholders, and guiding Global Process Owners (GPOs) and process teams on the effective use of AI, including Generative AI and Agentic AI.

This role does not deploy or technically implement AI solutions. Instead, it operates as a business led enablement and advisory role, supporting GPOs and the BPE community to understand where AI can add value, how it fits into the end to end BPE journey, and how to work effectively with DDIT and technology partners through defined governance pathways.

The role also contributes to strengthening enterprise standards, governance, and capability building by enabling the BPE AI Community of Practice, supporting AI demonstrations and showcases, and embedding external best practices into internal ways of working.

## About the Role

### Major Accountabilities

#### AI Enablement for the BPE Journey

- Identify and frame AI-enabled opportunities across the BPE lifecycle, including process discovery, performance monitoring, root-cause analysis, decision support, and continuous improvement
- Educate and support GPOs, process owners, and BPE practitioners on how AI (including GenAI and Agentic AI) can be applied to business process challenges. Help process teams understand when and where AI is appropriate, versus traditional process improvement approaches

#### Process & Transformation Advisory

- Partner with Global Process Owners (GPOs) and Business Units to shape AI-enabled improvement themes and roadmaps, aligned to process KPIs and value drivers
- Translate emerging AI trends (e.g., Generative AI, Agentic AI, Automation + AI) into business-relevant use cases, examples, and guidance. Support prioritization decisions by articulating value potential, readiness, dependencies, and governance considerations

#### Value Framing & Business Support

- Support the business framing of AI initiatives, including problem statements, value hypotheses, success criteria, and adoption considerations
- Enable GPOs and process teams in preparing initiatives for handover to DDIT and technology teams, ensuring clarity of intent and outcomes. Capture and share value realization insights, adoption learnings, and best practices across the BPE community

#### Process–Technology Interface (Enablement Role)

- Act as a bridge between process teams and DDIT / technology partners, facilitating shared understanding of scope, roles, and success measures. Support alignment on governance checkpoints, engagement models, and responsibilities, while remaining non-technical and non-deploying

#### Community of Practice & Capability Building

- Enable and strengthen the BPE AI Community of Practice, supporting structured learning, knowledge sharing, and reuse of AI-in-process examples. In collaboration with DDIT and technology partners, support AI demonstrations, pilots, and showcases to build awareness and confidence across teams
- Contribute to the development and reuse of guidance, playbooks, and reference materials for responsible AI adoption within BPE

#### Standards & Thought Leadership

- Contribute to evolving enterprise standards, governance approaches, and AI-enabled capability building across a global organization. Continuously scan and bring in external best practices in AI-enabled process excellence to inform internal guidance and ways of working

## Minimum Requirements

- Bachelor's degree in Business, Engineering, Data & Analytics, Computer Science, Mathematics/Statistics, Life Sciences, or a related field
- Master's degree or MBA preferred
- Strong understanding of AI concepts and application patterns (including Generative AI and Agentic AI) from a business and process perspective
- Solid grounding in process excellence and continuous improvement methodologies
- Ability to educate, coach, and lead AI sessions and meetings
- Strong skills in problem framing, value articulation, and prioritization
- Excellent stakeholder management and communication skills, including engagement with senior audiences
- Experience supporting AI initiatives through use-case definition, adoption planning, or change enablement

## Desired skills

- Hand on experience in creating AI agent and related technologies (e.g., agent orchestration, decision agents, human-in-the-loop models) from a conceptual to build

- Relevant AI or data-related certifications (e.g., Generative AI, AI/ML fundamentals, analytics, digital transformation), demonstrating continuous learning

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Дивизион

Operations

Business Unit

Other

Место

Индия

Сайт

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

BD&L & Strategic Planning

Job Type

Full time

Employment Type

Regular

Shift Work

No

### 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](mailto: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

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