

Manager - Field Operations

Job ID
REQ-10086562
авг 27, 2026
Индия

Сводка

The Manager, Field Operations is accountable for Field Operations delivery across international markets. This role combines functional leadership, focusing on delivering high-performing projects and maintain consistent, high-quality outcomes for International, Regional, and Country (I-R-C) stakeholders.

The role requires deep expertise in at least one Field Operations capability—Incentive Compensation (IC) Design, IC Operations, or Call Planning & Alignment—along with a strong understanding of end-to-end commercial operations. The incumbent will champion operational excellence, continuous improvement, quality assurance, and technology-driven innovation while fostering a culture of accountability, collaboration, and capability development.

About the Role

Key Responsibilities

- Own Field Operations delivery and serve as the key accountability point for stakeholders.
- Lead execution, governance, and optimization of Field Operations processes.
- Establish quality assurance frameworks and ensure compliance with standards.
- Communicate plans, risks, dependencies, and outcomes effectively.
- Deliver actionable insights and drive stakeholder follow-through.
- Provide thought leadership in Incentive Compensation Design, Incentive Compensation Operations, or Call Planning and Alignment.
- Drive capability building, guideline management, and technology adoption.
- Support continuous improvement through reviews, retrospectives, and process optimization.
- Ensure compliance with governance, audit, and control requirements.
- Collaborate with regional, country, and headquarters teams on strategic initiatives and field transformation.

Essential Requirements

- 6+ years of commercial operations experience within life sciences or pharmaceuticals.
- Minimum 3 years of Field Operations delivery experience in a large pharmaceutical organization.
- Knowledge of commercial sales and prescription data.
- Experience leading cross-functional enablement strategies in global matrix environments.
- Strong program and project management expertise.
- Track record of scaling operations while maintaining quality and efficiency.
- High learning agility and technology adoption capability.
- Familiarity with Sales Performance Management platforms.
- Experience supporting or leading Artificial Intelligence-enabled initiatives.

Desirable Requirements

- Sales Force Effectiveness expertise
- Strategic planning and business partnering
- Data analytics and insight generation
- Stakeholder engagement and influencing
- Go-to-market strategy
- Cross-functional collaboration
- Customer engagement and customer insights
- Leadership and people management
- Agility and change management

Location

- Hyderabad, India (NKC)
- Hybrid work model

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Дивизион
International
Business Unit
Marketing
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

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