

Associate Director, Governance & Operations

Job ID
REQ-10087127
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Индия

Сводка

The Associate Director, Governance & Operations leads a Governance & Operations team within BSI Operations with full accountability to enable operational excellence for BSI and International Commercial, Medical and Value & Access functions.

The role serves as the operational backbone for BSI, ensuring scalable processes, trusted data, efficient digital & AI solutions, and decision-enabling insights that support business priorities across International, functions and markets. The Associate Director drives operational excellence through strong governance, AI-enabled innovation, BSI Operations tools ownership, and continuous process simplification while ensuring alignment with BSI, CLS, Finance, P&O, DDIT, CLS, and regional stakeholders.

The position is responsible for defining and evolving the Governance & Operations operating model, ensuring high adoption of tools, process adherence, robust data quality and controls, and sustainable value creation across BSI Operations

About the Role

Key responsibilities:

Governance & Operating Model Leadership

- Define and execute the Governance & Operations priorities, roadmap, and service model aligned to CLS priorities.
- Establish governance frameworks, operating procedures, service standards, and performance metrics.
- Drive process simplification, standardization, and continuous improvement across operational processes.
- Ensure operational governance supports business priorities, compliance requirements, and organizational objectives.
- Lead governance forums, reviews, and cross-functional decision-making discussions.

Platform, Process & Product Ownership

- Own the portfolio of Governance & Operation tools, dashboards, and automation solutions.
- Govern enhancement roadmaps, release planning, adoption performance, and user experience standards.
- Ensure key operational processes including workforce planning, travel approvals, centralized purchasing enablement, demand tracking, budget management, and operational reporting are effectively supported through digital solutions.
- Establish a scalable and sustainable operating model for platform ownership and support.

Data Governance, Reporting & Insights

- Own BSI data governance, data quality, integrity, and reporting strategy.
- Ensure trusted, timely, and decision-enabling reporting across workforce, budget, demand, portfolio, and operational performance domains.
- Establish data quality controls, source-data accountability, and governance processes with business and functional stakeholders.
- Drive maturity of reporting capabilities through Power BI, automation, and advanced analytics.
- Ensure operational metrics and insights support leadership decision making. turn9search1

Digital Transformation & AI Enablement

- Lead digital transformation initiatives across Governance & Operations.
- Drive adoption of Power Platform, automation, AI/GenAI, and workflow simplification opportunities.
- Evaluate and scale Agentic AI and intelligent automation use cases where business value is demonstrated.
- Drive innovation through continuous modernization of tools, processes, and operating practices. Lead by example with hands-on experimentation.
- Improve operational productivity and user experience through technology-enabled solutions.

Organization Leadership & Stakeholder Management

- Lead organization design, resource planning, capability building, succession planning, and talent development.
- Build strong partnerships with Finance, P&O, DDIT, Procurement, CLS, and BSI leadership teams.
- Drive stakeholder alignment, governance compliance, and value realization across BSI Operations.
- Lead prioritization, risk management, and portfolio governance across multiple initiatives.
- Foster a culture of accountability, innovation, customer-centricity, and operational excellence.
- Governance and operating model design
- Enterprise data governance and controls
- Digital platform strategy and product ownership
- GenAI, AI and MS Power Platform ecosystem (Power BI, Power Apps, Power Automate, SharePoint)
- AI, automation, and digital innovation
- Workforce planning and operational governance
- Budget, spend, and portfolio governance
- Reporting and analytics strategy
- Senior stakeholder management and influencing
- Organization leadership and capability development

- Risk management and prioritization
- Change leadership and transformation management

Essential Requirements:

- Delivery of Governance & Operations roadmap and strategic priorities
- Adoption and value realization of AI enabled digital platforms and operational tools, incl. hands-on experimentation & innovation.
- Improvement in data quality, governance maturity, and reporting trust
- Operational efficiency gains through automation and AI enablement
- Effectiveness of workforce planning, budget governance, and operational reporting
- Timely delivery of platform enhancements and transformation initiatives
- Stakeholder satisfaction and governance effectiveness
- Team engagement, capability development, and succession readiness

Ideal Background

- **15+ years of relevant experience** in operations, governance, digital & AI transformation, business excellence, or related leadership roles.
- Proven experience leading governance, automation, or operational excellence functions.
- Experience managing digital & AI products, and transformation initiatives.
- Strong understanding of workforce planning, process excellence, and operational controls.
- Experience working across Finance, P&O, Procurement, DDIT, and business functions in a global environment.
- Demonstrated success in leading cross-functional programs and organizational change initiatives.
- Strong strategic thinking, stakeholder management, and influencing skills.
- Experience building and leading high-performing teams and operational excellence.
- Strong digital & AI mindset with proven hands-on experience in AI, automation, and data-driven decision making.
- Proven hands-on experience in using AI/GenAI (e.g. Co-Pilot Studio and Cowork or other similar platforms like Claude or ChatGPT), and MS Power Platform ecosystem (Power BI, Power Apps, Power Automate, SharePoint)
- Pharmaceutical, healthcare, life sciences, or similarly regulated industry experience preferred.

Desirable Requirements:

- Strategic Leadership
- Governance & Operating Model Design
- Digital Transformation
- Product & Platform Governance
- Data Governance & Stewardship
- Workforce Planning Governance
- AI & Automation Leadership
- Stakeholder Influence
- Organizational Development
- Change Leadership
- Operational Excellence
- Continuous Improvement
- Risk Management

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

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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

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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