

**Novartis GDO
JOB PROFILE****General**

Job Title:	Data Operations Units Director
Job Grade:	GJFA 3
Department:	Data Operations, GData Operations
Reports to (Job Title):	Global Head Development Units, Data Operation

Job Purpose (State in one sentence the overall objective of the role).

Direct, oversee and coordinate all Data Operations activities across a Development Unit or a Franchise to ensure that delivery and timelines are met with quality, whilst ensuring cost efficiencies and customer satisfaction. Support the Data Operation delivery strategy and implement initiatives to establish and maintain Data Operation as the “go to” function and partner of choice for the design, collection, processing, transformation, reporting and submission of clinical data within the Novartis organization.

Major Activities (Describe 6 – 10 activities)

1. Accountable for timely, efficient and high quality Data Operations delivery across a Development Unit or a Franchise. Manage and co-ordinate the assignment of resources together with SP/DM managers across the assigned Development Unit/Franchise in line with company priorities in order to meet timelines for Data Operations deliverables and coordinate Data Operations activities at Development Unit/Franchise level.
2. Participate as core member to the Data Operations Development Unit Leadership Team and as requested deputize for the Global Head of Data Operations Development Unit at Data Operations LT
3. Contribute to the development of the Data Operations organization. Define/contribute to the development of long term goals and operating policies through his/her leadership role on the management team.
4. Collaborate with the Data Operations Heads to support and ensure the flexible and seamless co-ordination of activities across assigned Development Unit or Franchise to deliver against timelines for assigned compounds/projects/studies
5. Build and maintain strong partnerships with Customers and Data Operations in Global Development Operations (GData Operations) and Global Drug Development (GDD) for assigned Development Unit. Act as go-to person and DO front-facing for customer management.
6. As an extended member of the Data Operations Leadership Team support functional excellence for Data Operations by contributing to the definition of the strategic goals and operating policies, and leading/contributing to strategic initiatives in line with the overall Data Operations strategy.

7. Drive business efficiency and quality through implementation of recognized best practices, continuous process improvement and comparing against industry standard benchmarks. Develop cross functional strategies to optimize efficiencies and maximize productivity
8. Ensure high quality , timely and efficient Data Operation deliverables for submissions, projects and trials partnering with other Data Operations functions within assigned Development Unit.
9. Support the development, review and and maintenance of global working practices and processes..
10. Establish and maintain a high performing, industry recognized Data Operations organization:
 - a. Mentor leadership talent and high performing associates. Responsible for performance management, professional development, training and mentoring.
 - b. Establish and steer a business founded on innovation, collaboration, quality, customer service and trust.
 - c. In collaboration with Human Resources, develop, establish and maintain up-to-date strategies to attract and retain top talent across the globe maintaining a targeted recruitment strategy for key strategic positions.
 - d. Provide feedback to function managers for on on going basis

Key Performance Indicators (Indicate how performance for this job will be measured)

1. Achieve overall goals as set each year by Global Head Development Units, Data Operations, GData Operations.
2. All assigned project deliverables meet targets for quality, time and productivity in adherence with business standard operating procedures
3. Recruit, retain and develop talent

Job Dimensions (Indicate key facts and figures)

Number of associates:	50-100 associates in matrix reporting
Financial responsibility: (Budget, Cost, Sales, etc.)	None
Impact on the organization:	<ol style="list-style-type: none"> 1. Act single DO point of contact to all customers (DUs, Statistics, GDO, DRA, etc.) 2. Timely submission and delivery of high quality data operation deliverables. Delays and errors in deliverables may impede submissions and subsequent revenue loss to the company 3. Ability to discuss strategically with stakeholders with respect to Data Operational activities has the potential to ensure Clinical trials and Submissions for assigned Development Unit are delivered with reduced cost and increased efficiency 4. Novartis seen as credible, ethical and preferred partner

Ideal Background (State the preferred education and experience level)**Education**

(minimum/desirable):

Languages:**Experience/Professional requirement:**

BA/BS/MS or equivalent experience in mathematics, statistics, computer science, health sciences or related field.

Fluent English (oral and written).

1. Strong leadership, collaboration and organizational skills with proven ability to successfully manage numerous, simultaneous submissions/projects/trials across multiple Therapeutic Areas and meet deadlines
2. Proven ability to anticipate challenges and risks and proactively implement solutions
3. Excellent analytical, problem solving and time management skills
4. Ability to work under pressure demonstrating agility through effective and innovative leadership
5. Excellent interpersonal skills and proven ability to operate effectively in a complex global environment. Ability to influence and communicate across functions and to external stakeholders
6. Excellent organizational planning and project management skills in order to maximize resource efficiency
7. Proven associate development skills
8. Proven ability to build effective teams that deliver towards the goals of the Data Operations organization
9. Proven ability to sponsor and lead major non-clinical initiatives across DO or GDO
1. At least 10 years broad experience in clinical development, preferably with at least 6 years recent experience in Data Management and/or Statistical Programming
2. At least 5 years international line management and global project team experience
3. Outstanding verbal and written skills