

Business Process Specialist

Job ID
REQ-10021534
Sep 12, 2024
Kazakhstan

Summary

- Provide administrative support and purchasing expertise to ensure the timely provision of services for effective and efficient maintenance
- Work with Marketing & FF service providers in Mongolia & Armenia

About the Role

Major accountabilities:

- General administrative support: Deals with complex administrative and organizational assignments independently and takes care of general administrative tasks.
- Involved in strategic planning processes.
- Interaction: Informs, advises and supports the team and associates from outside the team on processes, guidelines services that are specific to the department.
- Accommodates customer's specific needs.
- Work processes in own area of responsibility: Initiates new processes or modification of processes and coordinates the introduction of new or modified processes.
- Handling of administrative projects: Acts as project coordinator/manager for administrative projects (design, planning, implementation, communication, etc.) -Supervisory tasks: Mentors temporary employees or apprentices or assumes a limited project coordination/management role.
- Proactively engage stakeholders to ensure that on site client's expectations are met through high levels of customer service -Effectively manage service vendor to ensure an on time deliverable system.
- Flexibility and ownership of the overall operations.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable)
- Ensure operational compliance of Novartis processes with the local legislation, Novartis internal regulations, relevant industry codes, Good Practices, business objectives.
 - All business processes regarding Marketing & FF service providers in Emerging Markets management, including PV & QA processes support, regular business review administration, support in approval & coordination of activities in Mongolia & Armenia.
 - Ensure knowledge sharing and retention on key administrative processes with other assistants, especially vendor creation, creation of purchase orders, SRM system and local events.
 - Execute Assistants' support to business units/functions regarding approval/execution of BeSure activities (which incl., but is not limited to, creating BeSure requests, creating POs, opening Vendors, preparing legal contracts, collecting consents, payments, etc.) and materials approval in FUSE (incl. RMP materials).
 - Support ERC initiatives at Cluster level.
 - Coordinate organizational functions to create educational/training content to ensure that all associates are knowledgeable of and comply with applicable local legislation, internal regulation, and relevant

industry standards. Facilitate refresher trainings and onboardings. Keep units training records. •

Supervise the tracking and distribution of marketing materials, Samples and IMUs (e.g., inventory of the warehouse stocks, overseeing the supplies, tracking receipts' notes of specific activities, coordinating distribution with the field-force associates, ensuring destruction of expired materials/Samples/IMUs, etc.) • Act as an BeSure Tool Superuser, responsible for implementing process updates and training Business Owners and other BeSure Tool users. • Act as the Unit's SPOC for:

- TPRM,
- Transparency Reporting.
- Interacting with Public Officials,
- Procurement,
- leveraging from cross-functional and cross-divisional alignments, implementing simplifications in related processes. • Manage the archives, registry of contracts/agreements and any other database related to ensuring operational compliance of the unit (e.g., IM SharePoint).
- Work with relevant functions to shape an environment that supports associates in doing what's right. Promote a culture of speak up. Escalate, and help mitigate non-compliance issues and risks if identified. • Act in line with Novartis Values and Behaviors. Fully comply with all Novartis internal regulation. Report Adverse Events to local Patient Safety to fulfill all regulatory requirements and ethical obligations. In addition, comply with GxP quality requirements applicable, incl. but not limited to proper reporting of customer complaints and samples handling, as well as any incident that may adversely affect the quality, safety, identity, strength, purity, availability or efficacy of a commercial product or clinical trial material and/or may compromise the Novartis Quality System and the global Novartis reputation. • Perform other tasks determined during the annual objective setting process or as assigned by the manager.

Key performance indicators:

- Enhance operational effectiveness and efficiency
 - Consistently monitor and control the quality of performance
 - Reduce operational costs
 - Maximize asset value and extend asset life cycle
- Establishment of clear working process of Marketing & FF service providers management

Minimum Requirements:

Work Experience:

- Managing Crises.
- Cross Cultural Experience.
- Collaborating across boundaries.

Skills:

- Quality decision making.
- Managing resources.
- Creativity and visioning.
- Being assertive.
- Conflict management.
- Challenging the status quo.
- Analyzing stakeholder requirements.

Languages :

- Russian, English.

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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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

Division

International

Business Unit

Innovative Medicines

Location

Kazakhstan

Site

Kazakhstan

Company / Legal Entity

KZP0 (FCRS = CH024) NPHS Almaty RO Kazakhstan

Functional Area

Facilities & Administration

Job Type

Full time

Employment Type

Regular

Shift Work

No

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