

Manager - Field Operations

Job ID

REQ-10086562

Aug 27, 2026

LOC_IN

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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Role Requirements

Division

DIV_IM

Business Unit

Marketing

Location

LOC_IN

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

FCT_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

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