

Associate Director, Governance & Operations

Job ID

REQ-10087127

Sep 02, 2026

LOC_IN

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

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Role Requirements

Division

DIV_IM

Business Unit

General Management

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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