

Vendor Operations Lead - Global Clinical Operations (GCO)

Job ID

REQ-10087934

Sep 21, 2026

LOC_GB

About the Role

Key Responsibilities

- Drive the development and implementation of vendor operations standards, processes, and governance frameworks.
- Lead inspection readiness and support regulatory inspection activities across vendor partnerships and operations.
- Ensure consistent implementation of vendor risk assessment, selection, and compliance processes.
- Oversee vendor quality and compliance metrics, identifying trends, risks, and improvement opportunities.
- Develop and maintain templates, tools, and operational resources supporting vendor governance and compliance.
- Support audit planning, preparation, and follow-up, including corrective and preventive action management.
- Act as a subject-matter expert on vendor compliance, inspection readiness, and quality management practices.
- Partner with global and local stakeholders to strengthen operational consistency and regulatory compliance.
- Drive continuous improvement initiatives that enhance vendor performance, quality outcomes, and inspection readiness.
- Deliver training and communications supporting adoption of systems, processes, and compliance requirements.

Essential Requirements

- University degree in business or a relevant field, or equivalent professional experience.
- Typically 8-10+ years' experience in clinical operations, including systems, regulatory requirements, and third-party/vendor management.
- Strong knowledge of Good Clinical Practice and regulations (GCP, GxP and ICH).
- Demonstrated experience supporting and leading regulatory inspections and managing inspection back-room activities.
- Experience with inspection readiness, storyboards, evidence collection, and regulatory document request management.
- Experience supporting corporate or supplier audits and developing and managing corrective and preventive actions.
- Strong understanding of clinical trial design, vendor compliance, and third-party requirements across clinical operations.
- Proven global matrix leadership, including independent ownership, analytical decision-making, and diplomatic stakeholder influence.

Benefits & Rewards

At Novartis, we're committed to reimagining medicine together - and rewarding the people who make it happen.

Expected Annual Base Salary Range for role: £ 67,900.00 - 126,100.00 GBP Annual

The base salary offered is determined based on gender-neutral objectives, such as relevant skills, competencies and experience in accordance with the Novartis pay setting policy and upon joining Novartis will be reviewed periodically.

In addition to your base salary, you may be eligible for a performance-based bonus depending on certain performance parameters.

The rewards of being part of our team go far beyond base pay and incentives. We also offer a variety of competitive benefits in kind to help you thrive personally and professionally, such as insurance plans, retirement plans, wellbeing resources and global recognition programs. In addition, we provide flexible and hybrid working options, where possible, and minimum 14 weeks paid parental leave.

Pay equity is a fundamental principle of our employment policy and reflects our commitment to create a diverse, equitable and inclusive environment that treats all employees with dignity and respect, as outlined in our Code of Ethics.

Read our brochure to learn more about our global total rewards offering:

https://www.novartis.com/sites/novartis_com/files/novartis-life-handbook.pdf

Note: Benefits and compensation may vary by country and are subject to local legal requirements, including provisions of collective bargaining agreements where applicable. A full overview of your compensation package, including any relevant collective bargaining agreement details applicable to your role based on your employment location and Novartis employer entity, will be communicated separately to you during the application process.

Commitment to Diversity and Inclusion / EEO

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

You'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook.

<https://www.novartis.com/careers/benefits-rewards> Commitment to Diversity and Inclusion: Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

Role Requirements

Primary location salary range

£67,900.00 - £126,100.00

Division

DIV_GD

Business Unit

Development

Location

LOC_GB

Site

London (The Westworks)

Company / Legal Entity

GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.

Functional Area

FCT_RD

Job Type

Full time

Employment Type

Regular

Shift Work

No

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