NOVARTIS

Logistics Operations Manager

Job ID
REQ-10086887
Sep 01, 2026
LOC_UA

About the Role

Major accountabilities:

- Front-End, Network, Product Management: Ensures that the customers have clear visibility of the current valid supply plan and monitor the delivery commitments in terms of quantities and timelines, in accordance to the Service Level Agreements (SLAs). Manages backlog and backorders between the Site and customers/ next supply points and ensures direct communication with Customer and internal and external stakeholders. Responsible for the accurate forecasting and availability of the required products for the market and to be the first contact to the sites. Maintain close interactions with all local stakeholders.
- Project, Process: Manage business process implementations in ERP systems, train and support users, identify areas of improvement and develop and promote respective solutions. Ensure process and SAP knowledge is continuously enlarged and applied in order to fully leverage the value of the integrated SAP system and to achieve high level of service, cost efficiency, quality and compliance. Establishes, maintains and operationaliy implements integration and reconciliation activities between Global NTO Supply chain and Finance. Monitoring, controlling and improving SC processes and by managing and steering a portfolio of SC projects at Platform level.
- Logistics, Warehouse and Distribution: Ensure that all logistics processes comply with all relevant regulations like Customs and Trade laws and regulations by supporting issuance, implementation and management of Standards and Policies covering commercial and non-commercial materials. Support and perform risk review assessments, provide guidance and drive timely closure of recognized gaps arising from internal, external as well as CTC controls in NFCM. Work closely with all stakeholder like CTC Country Managers, Logistics, SCM in the area of responsibility. Support regional logistics function on a variety of projects and in identifying and implementing of cost savings opportunities.
- Planning: Establishes optimal master production schedule for the tactical horizon from month 3 / 4 to 24 months, including Production volumes based on demand, rough cut capacity analysis and resources allocation resulting in anticipated operational costs and inventory levels. Aligns Master Production Schedule (MPS) to the production plan approved in S and OP. Coordinates action plans to remediate to resources constraints and manages supply KPI reporting and analysis. Ensures right level of SKU Inventories at the next point of the supply chain. Confirms supply orders, firmed production orders at the entry point of the time fence. Facilitate Supply Review Meeting and actively support the entire SAndOP process. Is responsible for creating and maintaining SLAs with related Planning Parameter setup in alignment with the customers. Is responsible for Monthly Demand Review Meeting (midterm horizon 3 to 24 months) incl. demand assumptions, recognizing trends, showing variances to last demand submissions, as in-put to Supply Review meeting and Monthly Business Review (MBR) meeting within Sales and Operations process. Manages demand control activities (short term-3/4 months, within the time fence) and provides inputs to Master Planning Schedule (MPS) and detailed scheduling.
- LCM: Leads the implementation of LC projects, in order to ensure compliant drug supplies, on time and in right quality and deliver and maintains a detailed Change Over Plan (COP) for LC projects regarding implementation dates, according to the overall strategic project/ program plan, in order to allow for early local Master Data set-up and planning at site and in countries. Is responsible for the up-to-date assortment at SKU level of the assigned brands.
- Order Management
- Operational Lead Order Management: Lead a large group of Order Managers promoting high standards of excellence and providing development opportunities to all team members.
- Senior Order Manager: Provide enhanced level of support. Ensure smooth transactional execution between complex intercompany, intragroup and third party customers and respective suppliers as well as correct system set-up for intragroup supplies and demand review for third party customers. Act as competent counterpart between assigned customers and various functions in order to guarantee high customer service level. Achieve operational excellence in

terms of quality, cost and compliance.

- ERP Business Process Manager: Manage business process implementations in ERP systems (changes, enhancements as well as new solutions), train and support users, identify areas of improvement and develop and promote respective solutions. Ensure process and SAP knowledge is continuously enlarged and applied in order to fully leverage the value of the integrated SAP system and to achieve high level of service, cost efficiency, quality and compliance.
- Tactical Planner: Establishes optimal master production schedule for the tactical horizon from month 3 / 4 to 24 months, including Production volumes based on demand, rough cut capacity analysis and resources allocation resulting in anticipated operational costs and inventory levels. Is responsible for the capacity and resources planning for the whole production unit for the tactical horizon based on demonstrated capabilities or reasonable assumptions and owns the load profile proposed and approved in the Supply review. Aligns Master Production Schedule (MPS) to the production plan approved in S and OP. Coordinates action plans to remediate to resources constraints. Optimizes local planning processes such as lead times, product segmentation, and production frequencies to increase the efficiency of the production unit. Ensure right level of SKU Inventories at the next point of the supply chain incl. Regulatory Compliance Check. Owns planning parameters in ERP System like MOQ, campaign size, product segmentation. Confirm supply orders, firmed production orders at the entry point of the time fence. Leads action plans to achieve supply performance target and drive for continuous improvement. Drives increase of vendor managed inventory. Manage supply KPI reporting and analysis. Facilitate Supply Review Meeting and actively support the entire SAndOP process~Acts as Super for user for SAP and RapidResponse. Owns and facilitates NFCM.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt
- Distribution of marketing samples (where applicable)

Key performance indicators:

- Inventory Management, Gap Analysis, Cost Efficiency and efficiency of supply processes
- Customer Service Level
- Stock-outs
- Inventory Coverage
- SC Costs
- Write offs
- Forecast Accuracy and Bias
- OTIF, Stock Adherence
- PCE and HC Budget Targets, Warehouse and Distribution Budget
- Launch & Transfer Execution (Life-cycle timelines, etc)
- LCM projects status (on track)
- On time launch
- Strong interface between NTO and Franchise/Commercial Operations (feedback).

Role Requirements

Division
DIV_IM
Business Unit
General Management
Location
LOC_UA
Site
Kyiv
Company / Legal Entity
UAP0 (FCRS = CH024) NOPH SERVICES UKRAINE
Functional Area
FCT_TO
Job Type

Full time
Employment Type
Regular
Shift Work
No
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REQ-10086887

Logistics Operations Manager

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