

Business Operations Support

Job ID: 201908-125375

Job Function

Operational Excellence

Schedule

Full time

Location

South San Francisco
California
United States of America

Job type

Regular

Company/Division

Pharmaceuticals

Job Level

Individual contributor

The Position

This position is responsible for the implementation, maintenance and continual improvement of external manufacturing business processes. This includes but is not limited to the standardization across platforms, implementation of operational excellence initiatives, strategy and deployment of organizational goals.

Main Purpose of the Position

- Provide leadership and support for strategic projects that are aimed at continuous process improvement and waste reduction within External Manufacturing.
- Support Operational Site Managers in standardizing oversight in alignment with CMO Oversight Model for Roche and Genentech products manufactured at Contract Manufacturing Organizations (CMOs).
- Enable the External Manufacturing Leadership Team to successfully meet strategic objectives by identifying, coordinating, facilitating, and executing platform wide standardization activities
- Collaborate with departments within Roche, as well as CMO, by applying a complete understanding of theories and concepts, as well as technical expertise, to independently address a broad range of difficult problems.
- Support key deliverables including developing communication plan, stakeholder mapping and engagement strategy, business plan/strategy development, annual calendar, metrics, among other responsibilities.

Technical Job Responsibilities

- Serve as the External Manufacturing strategy and planning business process manager. Work with key stakeholders to defining and realizing the strategic plan in alignment with External Operations and future PT direction.

- Manage goal development and tracking of key metrics ("Level O") - on a quarterly and annual cadence; manage the goal development and tracking process for leadership team (1-3 year horizon) in alignment with the budget.
- Network goals, strategies, and key stakeholder needs.
- Track and report progress on a quarterly basis through a balanced scorecard approach, and network-reporting tool.
- Develop, and track action items to achieve goals and performance metrics.
- Represent External Manufacturing in the Business Operations Community, sharing best practices and lessons learned.
- Support the planning and facilitation of leadership team meetings, including agendas, action items and decisions, according to a defined cadence that covers all aspects of the business.
- Ensure the team meeting agendas reflect the overall priorities of the business, and that the discussions add value and move the business forward.

Functional Job Responsibilities

- Represents the department in Global and/or cross functional Teams as well as in expert committees (i.e. business operations, operational excellence).
- Analyzes and measures the effectiveness of existing business processes and develops sustainable, repeatable and quantifiable business process improvements.
- Lead operational reviews.
- Identifies and coordinates strategic activities within the department as well as with other global or local functions.
- Researches best business practices within and outside the own organization to establish benchmark data.
- Breaks sectional KPIs down to departmental level and monitors and analyzes performance as needed.
- May specialize in one or more of the following areas: operational excellence, project management, business process management, organizational change management, and risk assessment.
- Coach/mentor site managers in operational excellence activities, ensure application of LEAN principles (i.e. behaviors, tools, mindset).
- Create, maintain, and continuously improve visualization tools to support Lean Production System implementation across platform.
- Participate in Platform Leadership Team meetings to help set the strategic focus across the External Manufacturing platform.
- Contribute towards establishment of GMO goals/metrics and monitor and report progress. Lead or participate on GMO or cross-functional process & quality improvements projects.

Requirements

- B.A. or B.S. degree in life sciences or a related scientific discipline
- 12+ years experience in the biopharmaceutical or related industry or an equivalent combination of education and experience.
- Strong operational excellence experience (green belt) with knowledge of cGMPs
- Ability to influence people at different levels and negotiate cross functionally in matrix organization to resolve conflicts.
- Highly self-motivated, well organized, confident, possessing a solution oriented mindset and able to develop innovative solutions to issues.
- Demonstrated problem solving and decision-making skills including hands on working experience with tools; Six Sigma/DMAIC is preferred.
- Proven ability to successfully achieve results through effective project management.

- Proven ability to be an active member of the team and motivate and/or lead a small team to deliver against commitments through change management.
- Pro-active, solution oriented mindset and sound judgement for evaluation of risks, guidance and escalations
- Well-developed written and verbal communication skills demonstrated by an ability to present clear instruction/direction to teams at the same level in the organization and influence at higher levels in the organization.
- Proven good business relationships with a strong networking mindset.
- Understanding of budgeting requirements and basic financial concepts.
- Strong attention to detail.
- Proficient computer skills, including Experience working with contract manufacturing organizations
- Effective communicator at all levels; excellent written, oral and interpersonal communication and presentation skills.
- Strong industry knowledge.
- Understanding of Pharma Technical operations is a strong asset as well as a track/exposure in development/manufacturing of pharmaceutical products.
- Understanding of Roche's structure, goals, culture and core businesses processes is a plus.
- Highly Competent in MS Office applications including Excel, Powerpoint, Word, MS Project, etc.
- Fluent in oral and written English, German knowledge is a plus
- Travel is required between 10-20%, both domestically and internationally

Who We Are

A member of the Roche Group, Genentech has been at the forefront of the biotechnology industry for more than 40 years, using human genetic information to develop novel medicines for serious and life-threatening diseases. Genentech has multiple therapies on the market for cancer & other serious illnesses. Please take this opportunity to learn about Genentech where we believe that our employees are our most important asset & are dedicated to remaining a great place to work.

Genentech is an equal opportunity employer & prohibits unlawful discrimination based on race, color, religion, gender, sexual orientation, gender identity/expression, national origin/ancestry, age, disability, marital & veteran status. For more information about equal employment opportunity, visit our [Genentech Careers page](#).