

Customer Experience & Digital Head

Job ID
REQ-10029029
Nov 14, 2024
Spain

About the Role

Your key responsibilities will include but are not limited to:

- Lead team of CE & Digital BP and the Customer Experience Hub.
- Drive performance of the Spain business (top and bottom line for all TAs, Medical and Access) through systematization and optimization of performance monitoring and the use of data analytics insights.
- Design, coordinate, support commercial business decisions to identify potential marketplace opportunities.
- Lead the development and implementation of customer experience strategy and tactics across all Spain IM units (Access, Medical and TAs) that drive a scalable and tangible impact.
- Drive customer value (Net Promoter Score) and HCPs engagement execution
- Responsible for Digital and Customer Experience P&L.
- Provides strategic leadership and alignment with cross-functional functions (TAs, Medical and Access).
- Works closely with regional and global relevant teams to co-create and secures Spain needs and priorities are covered in customer experience strategy and tactics.
- Be a contributing member of the Business Excellence & Customer Engagement Leadership Team in the building of a high-performing team.

Essential Requirements:

- Solid experience in leading business roles in Marketing and Sales at local, regional and global level.
- Solid experience in driving performance in Business Excellence roles.
- Experience in creating customer experiences and driving digital transformation in the organization (e.g. omnichannel, SFMC).
- A track record of managing and leading people and teams within the pharmaceutical industry.
- International experience.
- Collaborative and enterprise mindset (e.g. Cross-TA experience).
- Excellent interpersonal and communication skills.

Languages:

- Local language: fluent written and spoken
- English: fluent written and spoken

Benefits and Rewards:

Company Pension Plan, Life and Accidental Insurance, Meals Allowance or Canteen in the office, Flexible working hours. Read our handbook to learn about all the ways we'll help you thrive personally and professionally: [Novartis Life Handbook](#)

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.

Role Requirements

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

International

Business Unit

Innovative Medicines

Location

Spain

Site

Barcelona Gran Vía

Company / Legal Entity

ES06 (FCRS = ES006) Novartis Farmacéutica, S.A.

Alternative Location 1

Spain

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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