

Integrated Insights Ops Excellence Manager

Job ID
REQ-10074033
апр 08, 2026
Мексика

Сводка

Job Purpose

Ensure the Integrated Insights service line runs with clarity, discipline and efficiency through governance, intake/prioritization, cadence management, quality standards and vendor coordination—enabling consistent delivery of high-impact insights to TAs/V&A and seamless interface with DAP.

About the Role

Job Dimensions

Financial responsibility: Oversees spending on insight-related vendors, assists with budget preparation, and maintains SLA compliance.

Decision making: Owns intake triage, delivery cadences and quality gates; recommends resourcing and vendor utilization.

Stakeholders: TAs/V&A, Finance, BSI/International Insights Ops, DAP, vendors, Customer Excellence.

Impact on the organization

Reduces duplication and cycle delays by standardizing ways of working, ensuring on-time delivery, and improving stakeholder confidence in insight outputs.

Major Accountabilities

- Intake, backlog management, SLAs, and delivery calendar for BR/QBR/forecast cycles.
- Standard templates (briefs, insight packs), QA checks and documentation; ensure reuse of knowledge assets before new studies.
- Vendor operations: performance tracking, contracting support, milestones, budget adherence.
- Cross-pillar coordination with DAP for handoffs and dependencies.
- Gather & develop strategic insights & guidance to drive strategic decisions

KPIs

- On-time delivery %, stakeholder NPS, lead time, reuse rate of existing research, vendor SLA adherence.
- Conduct deep-dive analyses using internal and external sources to assess market dynamics, competitive positioning, and performance benchmarks and execute other Value & Access metrics for deep-dive as needed.
- ICE CCPD dashboard management (Content & Campaign Performance Dashboard)
- Incorporate efficiency by ensuring existing insights from international research via KM platform (Sherlock) are utilized before conducting PMR

Ideal Background

Education: Business, Life Sciences, Economics, Engineering, Data/Analytics or related.

Languages: English + local language desirable.

Experience/Professional Requirement:

- Ops excellence / PMO / analytics operations; experience coordinating vendors and cross-functional rhythms in regulated environments.
- Solid experience in integrated insights, analytics, market research, data, digital platforms or performance reporting, preferably within pharma, healthcare or other regulated industries
- Hands-on experience translating business questions into insights, dashboards, analytics outputs or platform requirements.
- Strong stakeholder management skills, with the ability to work effectively with Commercial, Medical, V&A, Finance, IT/DAP, and external vendors.
- Ability to communicate insights clearly and deliver decision-ready outputs for different audiences.

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<https://www.novartis.com/about/strategy/people-and-culture>

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Дивизион
International
Business Unit
General Management

Место
Мексика

Сайт
INSURGENTES

Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area
Маркетинг

Job Type
Full time

Employment Type

Regular

Shift Work

No

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

Accessibility and accommodation

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