

Field Excellence Head

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REQ-10077391
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Канада

Сводка

The Field Excellence Head plays a critical role in driving field performance and operational excellence across Commercial and Value & Access teams. This position establishes a unified, data-driven framework for incentive design, territory excellence, and KPI management, ensuring strong alignment with strategic brand priorities, go-to-market models, and access strategies. The role partners cross-functionally to enable high-impact decision-making and elevate field execution across the organization

About the Role

#LI-Hybrid

Location: Toronto, Canada

If relocation is not supported, please add: This role is based in Toronto, Canada. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

Key responsibilities:

- Lead the design, governance, and execution of commercial incentive schemes and field performance frameworks.
- Establish and maintain standardized KPIs, dashboards, analytics, and reporting for Commercial and Value & Access teams.
- Drive territory design, alignment, and optimization to maximize field force effectiveness.
- Provide data-driven insights and recommendations to improve sales performance and access field metrics.
- Partner with CRM and field system owners to define business requirements and support implementation across teams.
- Support go-to-market strategies for launches, including field force sizing and deployment models.
- Ensure alignment of field KPIs and access metrics with global and local brand strategies.
- Manage external benchmarking and data acquisition to inform field performance improvements.
- Foster a culture of high performance, coaching, and continuous development across the team.

Essential Requirements:

- Bachelor's degree in bioscience, engineering, business, or related field
- Minimum 8 years of experience in pharma/biotech commercial operations, including experience in Field or Commercial Excellence.
- Proven experience designing and managing incentive schemes, including payout modeling and performance diagnostics.
- Strong expertise in territory design, targeting, segmentation, and field deployment analytics.
- Experience leading high-performing teams and driving cross-functional collaboration.
- Hands-on experience with CRM systems (e.g., Veeva) and BI tools (e.g., Power BI, Tableau).
- Strong analytical skills with knowledge of data governance, compliance, and industry standards.
- Fluent English; additional local language is a plus.

Rewards

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

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.

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](https://www.novartis.com/sites/novartis_com/files/novartis-life-handbook.pdf) 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. A full overview of your compensation package applicable to your role based on your employment location and Novartis employer entity, will be communicated separately to you during the application process.

At Novartis Canada, we are determined to be a valued partner and advocate, with a deep understanding of patient needs along the entire care journey – from drug development, to diagnosis, to access and beyond. Part of the way we are doing this is by leveraging data, technology, and partnerships.

Research & Development: we focus on four core therapeutic areas: Cardiovascular, Renal & Metabolic, Immunology, Neuroscience and Oncology. We also develop and deliver treatments through other promoted and established brands, which today are helping millions of patients. Over the last three years, our average annual research and development investment in Canada was over \$30 million, and we conduct clinical trial research in every region throughout Canada.

Commitment to Diversity and Inclusion: Novartis is committed to building outstanding, inclusive work environment and diverse team's representatives of the patients and communities we serve.

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Дивизион

International

Business Unit

Strategic Planning & BD&L

Место

Канада

Сайт

Toronto

Company / Legal Entity

CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.

Functional Area

Маркетинг

Job Type

Full time

Employment Type

Regular

Shift Work

No

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