

Sales & Marketing Projects Coordinator

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Португалия

Сводка

The Sales & Marketing Projects Coordinator supports the Therapeutic Area sales and marketing teams through the effective coordination of commercial projects, meetings, sponsorships, systems, and administrative processes. The role ensures the smooth execution of operational and marketing activities, proactive support to internal and external stakeholders, accurate record keeping, and full compliance with Novartis policies and applicable codes of conduct.

About the Role

Major Accountabilities

- Support Therapeutic Area teams and business areas by coordinating administrative and operational processes and engaging relevant internal functions to simplify, optimize, and streamline ways of working.
- Provide guidance and practical support on administrative processes, compliance principles, corporate policies, and relevant procedures to ensure associates understand how to request and execute support activities effectively and compliantly.
- Coordinate internal planning meetings and marketing processes, including operational planning, Therapeutic Area meetings, and regular work-in-progress forums.
- Coordinate internal and external logistics for commercial-led meetings, events, and sales support activities, ensuring smooth execution and effective stakeholder communication.
- Manage meetings, sponsorships, and other commercial support activities end-to-end by gathering required information, initiating workflows, coordinating approvals, and ensuring timely reconciliation in line with internal guidelines.
- Prepare and manage HCP, speaker, vendor, and sponsorship agreements by collecting the necessary information, coordinating approvals, and ensuring all services are appropriately documented and legally protected.
- Create meeting invitations using approved templates, manage invitation distribution to external customers, process RSVPs, and maintain accurate activity data in relevant systems.
- Support CLM and approved content management processes, including templates, systems, and workflow administration, and maintain accurate records and documentation for marketing programs, meetings, sponsorships, and related activities in line with compliance standards.
- Submit, manage, and monitor purchase orders, supplier information, goods receipt, invoice processing, and payment follow-up to ensure all requirements are fulfilled in accordance with internal procedures and approved budgets.
- Liaise with external providers, including event agencies, venues, travel suppliers, and other vendors, in accordance with procurement guidelines and internal rules to ensure appropriate planning, execution, invoicing, and delivery of services.
- Support Therapeutic Area activities through meeting coordination, event administration, systems updates, content workflow support, product familiarization or patient support activities where applicable, and other administrative requests within scope, ensuring timely execution and fulfillment of compliance obligations.
- Ensure the archiving and maintenance of all relevant documentation related to meetings, sponsorships, contracts, purchase orders, invoices, and approvals so that information remains transparent, accurate, and available for stakeholders and audit purposes.
- Responsible for reconciliation processes.
- Respond to customer, field force, and internal stakeholder enquiries, providing proactive updates, issue resolution, and guidance on systems, processes, and services.
- Build positive and constructive working relationships, embrace diversity and inclusion, and contribute to a working environment aligned with corporate standards and free from discrimination and harassment.
- Work across Ethics, Risk & Compliance, Procurement, Finance, Medical, and other relevant functions to ensure alignment with company rules, global procedures, and business objectives, while contributing to the continuous improvement of administrative and operational processes.

Key Performance Indicators (Suggested priority KPIs)

- Timely and accurate coordination of meetings, sponsorships, and sales and marketing support activities.
- Quality and completeness of documentation, record keeping, and system updates.
- Compliance with internal policies, approval workflows, and applicable code requirements.

- Accuracy and timeliness of purchase order, invoice, payment, and reconciliation activities.
- Stakeholder satisfaction through proactive communication, issue resolution, and service quality.
- Continuous improvement of administrative and operational processes and ways of working.

Ideal Background

Education:

- Bachelor's degree is advantageous but not essential.

Languages:

- Local language.
- Fluent English.

Experience/Professional Requirement:

Relevant Experience

- 2–3 years' experience in a coordination, administration, sales support, marketing support, or general secretarial role.
- Ability to work autonomously and manage competing priorities.
- Strong customer service, communication, and stakeholder management skills.
- Strong planning, organization, accountability, and time management capabilities.
- Experience working across systems, processes, and multiple stakeholder groups.
- Ability to apply compliance requirements, policies, and operational procedures in day-to-day work.

Proactive mindset with a focus on continuous improvement and efficient execution.

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>

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Дивизион
International
Business Unit
General Management
Место
Португалия
Сайт
Sintra
Company / Legal Entity
PT05 (FCRS = PT005) PT Pharma
Functional Area
Маркетинг
Job Type
Full time
Employment Type
Regular
Shift Work
No

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