Customer Excellence Head

Job ID
REQ-10079911
Июн. 08, 2026
Великобритания

Сводка

#LI-Hybrid

As Customer Excellence Head, you will act as the execution engine for customer engagement success, ensuring best-in-class omnichannel orchestration, launch readiness, and content activation. You will drive excellence frameworks (ICE, IpEx, DRO) and enable high-impact customer journeys that improve engagement quality and business performance.

About the Role

Key responsibilities

- Lead omnichannel content activation and customer journey orchestration across CRM and marketing platforms
- Ensure readiness and execution of launch excellence processes including LRR
- Drive implementation of ICE, IpEx and DRO frameworks across teams
- Oversee meetings, congresses, and events logistics, vendors, and budget management
- Enable AI-driven field force planning and resource optimization
- Ensure One Brand Plan milestones and marketing excellence standards are executed
- Orchestrate patient and payer engagement frameworks across channels
- Partner with cross-functional stakeholders to enhance customer engagement and performance
- Ensure compliance, governance, and KPI tracking across all activities

Essential Requirements

- University degree in bioscience or business; advanced degree preferred
- 8–12+ years in customer excellence, commercial excellence or omnichannel roles in pharma
- Strong experience with CRM, marketing automation, and omnichannel orchestration
- Proven leadership experience managing cross-functional teams
- Experience in launch readiness and execution excellence
- Strong stakeholder management and communication skills
- Knowledge of compliance and regulatory environment
- Fluent in English; local language desirable

Why Novartis

We are reimagining medicine to improve and extend people's lives. Join us to make a meaningful impact on patients while working in a collaborative, innovative environment.

Commitment to Diversity & Inclusion: Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative 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
General Management
Место
Великобритания
Сайт
London (The Westworks)
Company / Legal Entity
GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.
Functional Area
Маркетинг
Job Type

Full time
Employment Type
Regular
Shift Work
No

Job ID
REQ-10079911

Customer Excellence Head

Apply to Job

Job ID
REQ-10079911

Customer Excellence Head

Apply to Job

Source URL: *https://www.novartis.ru/careers/career-search/job/details/req-10079911-customer-excellence-head*

List of links present in page

1. https://www.novartis.com/about/strategy/people-and-culture
2. https://www.novartis.com/sites/novartis_com/files/novartis-life-handbook.pdf
3. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/London-The-Westworks/Customer-Excellence-Head_REQ-10079911
4. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/London-The-Westworks/Customer-Excellence-Head_REQ-10079911