Manager, Marketing Capability Delivery

Job ID
REQ-10084875
Сен. 23, 2026
Мексика

Сводка

#LI-Hybrid
Location: Mexico City, Insurgentes
Relocation Support: This role is based in Mexico City, Insurgentes. Novartis is unable to offer relocation support: please only apply if accessible.
Reimagining Medicine Starts With Our People
The Manager, Marketing Capability Delivery is responsible for delivering US-focused strategic transformation, operational excellence, and technology enablement initiatives in a matrixed, fast-paced organization. This role serves as an business analyst, Scrum Master, and capability implementation partner, driving the successful execution of cross-functional initiatives spanning technology, process optimization, operational design, and organizational change.

The Manager partners closely with US stakeholders, Product Owners, technical teams, and business partners to translate business needs into actionable problem statements, facilitate discovery and solution design activities, manage Agile delivery processes, and ensure initiatives deliver measurable business value. The role is accountable for delivery excellence, stakeholder alignment, operational transparency, and sustained adoption of new capabilities and ways of working.

About the Role

Key Responsibilities

Agile Delivery & Execution

- Lead the day-to-day execution of strategic transformation, capability, and technology initiatives using Agile, hybrid, and traditional project management methodologies.
- Facilitate Agile ceremonies including sprint planning, backlog refinement, daily standups, sprint reviews, retrospectives, and Scrum of Scrums.
- Monitor progress, manage dependencies, and proactively resolve delivery challenges to ensure successful execution of business priorities.

Problem Definition & Discovery

- Partner with stakeholders to define business challenges, objectives, success criteria, and measurable outcomes.
- Facilitate discovery workshops and working sessions to identify requirements, root causes, opportunities, and potential solutions.
- Support decision-making through structured problem-solving and stakeholder alignment.

Backlog & Use Case Management

- Own and maintain capability backlogs, epics, features, user stories, and business use cases.
- Prioritize requirements in partnership with stakeholders to maximize business value and strategic alignment.
- Ensure requirements are clearly documented, traceable, and ready for execution by delivery teams.

JIRA & Delivery Operations

- Serve as the primary owner of Agile delivery tooling, including JIRA administration, governance, workflow management, and sprint configuration.
- Maintain dashboards, reporting, and delivery metrics to ensure transparency and visibility.
- Monitor and communicate risks, dependencies, and delivery performance across teams and stakeholders.

Technology & Capability Implementation

- Support the planning, implementation, testing, and adoption of new business capabilities, technologies, automation solutions, and operational processes.
- Coordinate activities across business stakeholders, technology teams, and external partners to ensure successful deployment and value realization.

Business Analysis & Solution Design

- Analyze business processes, operational challenges, performance metrics, and stakeholder requirements.
- Translate complex business needs into actionable recommendations, delivery plans, and implementation requirements.
- Identify opportunities to improve efficiency, effectiveness, and user experience.

Stakeholder Management & Governance

- Build strong partnerships across Marketing, DDIT, Finance, Procurement, Compliance, and external partners.
- Facilitate alignment on priorities, scope, requirements, and delivery expectations.
- Maintain governance processes, RAID logs, action trackers, dependency plans, and status reporting.

Change Management & Continuous Improvement

- Support organizational readiness and adoption activities, including communications, training, and stakeholder engagement.
- Drive continuous improvement through retrospectives, lessons learned, and process optimization initiatives.
- Contribute to advancing Agile maturity, delivery excellence, and operational effectiveness across supported programs.

Essential Requirements

Education

- Bachelor's degree required.

Experience

- 5+ years of experience in Agile delivery, project management, business analysis, transformation, operational excellence, technology implementation, or related disciplines.
- Experience serving as a Scrum Master, Agile Delivery Lead, Product Owner, Business Analyst, or Program Manager.
- Demonstrated success managing cross-functional initiatives within matrixed organizations.
- Experience facilitating discovery workshops, requirements gathering, process mapping, and solution design activities.
- Hands-on experience managing JIRA backlogs, user stories, Agile reporting, delivery governance, and workflow administration.
- Strong stakeholder management, communication, and influencing skills.
- Experience working within fast-paced, cross-functional environments.
- Fluent English (written and verbal).

Certifications

- Certified Scrum Master (CSM) or Certified Scrum Product Owner (CSPO).

Core Capabilities

- Agile Delivery & Scrum Leadership
- Problem Solving & Structured Thinking
- Discovery Facilitation & Requirements Management
- Product Backlog & Use Case Management
- JIRA Administration & Agile Tooling
- Business Analysis & Process Design
- Stakeholder Management & Collaboration
- Change Management & Organizational Readiness
- Risk, Dependency & Governance Management
- Continuous Improvement & Operational Excellence

Desirable Requirements

- Experience within the pharmaceutical, biotechnology, life sciences, or healthcare industry.
- PMP Certification
- Prosci Change Management Certification
- Lean Six Sigma Green Belt
- SAFe Certification(s)
- Business Analysis Certification (CBAP or equivalent)

- Experience supporting Marketing Operations, Commercial Operations, or Digital Transformation initiatives.
- Experience working with US-based stakeholders and global matrix organizations.
- Experience supporting enterprise technology implementations and capability development programs.
- Familiarity with Marketing technology ecosystems, Agile product delivery, and operational excellence frameworks.

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.

Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un puesto, envíe un correo electrónico a tas.mexico@novartis.com y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.

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

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

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Functional Area
Маркетинг
Job Type
Full time
Employment Type
Regular
Shift Work
No

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