

Director, IMO Mexico NOCC

Job ID
REQ-10085919
авг 27, 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 Director, IMO Mexico NOCC is a senior leadership role responsible for overseeing and scaling key Integrated Marketing Operations (IMO) capabilities within the Mexico Novartis Operations Center (NOCC). This position leads a diverse organization of approximately 80-100 associates supporting critical functions across Marketing Operations, Customer Experience Planning & Operations (CXP&O), Martech, and future strategic capabilities.

As a member of the IMO NOCC Leadership Team, the Director will partner closely with US-based IMO leaders and global NOCC counterparts to drive operational excellence, talent development, organizational effectiveness, and transformation initiatives. The role combines strategic functional leadership with people leadership to ensure high-quality, compliant, and scalable service delivery aligned with enterprise priorities.

About the Role

Key Responsibilities

Functional Leadership & Operational Excellence

- Provide senior functional leadership within one or more IMO disciplines, ensuring delivery of high-quality, compliant, and business-impacting outcomes.
- Drive operational excellence by establishing and monitoring KPIs, service levels, quality metrics, and performance standards.
- Partner with US-based IMO leaders to execute strategic priorities, transformation programs, and capability-building initiatives.
- Identify and mitigate operational risks, proactively addressing quality concerns and implementing corrective actions when necessary.
- Escalate critical issues appropriately and lead rapid resolution efforts to minimize business impact.
- Foster alignment and consistency across global NOCC locations by harmonizing processes, best practices, and ways of working.
- Balance immediate operational needs with long-term capability development and organizational value creation.
- Lead special projects and strategic initiatives that support the evolution of the IMO organization.

People Leadership & Organization Management

- Provide administrative and people leadership for the Mexico NOCC organization, supporting a team of approximately 80-100 associates.
- Build a high-performance culture through coaching, mentoring, talent development, and continuous feedback.
- Lead performance management processes, incorporating stakeholder feedback from US-based business partners.
- Develop robust succession plans and strengthen organizational capabilities to support future growth.
- Partner with stakeholders to align performance objectives, development plans, and workforce strategies.
- Drive employee engagement, retention, and professional growth across the organization.
- Ensure management decisions and employee relations activities are conducted in compliance with company policies and local labor regulations.
- Cultivate a high-support, high-accountability environment that encourages collaboration, innovation, and continuous improvement.

Strategic Leadership

- Serve as a key member of the IMO NOCC Leadership Team, contributing to strategic planning and operational decision-making across Mexico, Dublin, and Hyderabad NOCCs.
- Collaborate with global and US stakeholders to identify opportunities for scale, efficiency, and capability expansion.
- Champion organizational transformation efforts and support the implementation of new operating models and processes.
- Build strong partnerships across regions and functions to enhance service delivery and stakeholder satisfaction.
- Drive continuous improvement initiatives that increase operational effectiveness, quality, and business impact.

Essential Requirements

- Bachelor's degree required; advanced degree (MBA, Master's, or equivalent) preferred.
- 10+ years of relevant experience.
- Significant leadership experience within Marketing Operations, Customer Experience, Martech, Commercial Operations, agency management, creative operations, production operations, and/or service delivery organizations or related functions.
- Proven experience leading large, geographically dispersed, and matrixed teams.
- Strong people leadership experience, including performance management, coaching, talent development, succession planning, and organizational design.
- Experience partnering with senior business stakeholders and influencing decision-making across complex organizations.
- Demonstrated success leading complex business transformations, operational improvements, or large-scale change management initiatives.
- Strong strategic thinking, problem-solving, and execution capabilities.
- Excellent communication, stakeholder management, and change leadership skills.
- Experience working in global environments and collaborating across multiple regions and cultures.
- Fluent English required.
- **Preferred requirements:**
- Experience in the pharmaceutical, healthcare, life sciences, or highly regulated industry environment preferred.

- Track record of scaling teams and capabilities in a fast-growing environment.
- Experience leading enterprise transformation, operating model evolution, or organizational change initiatives.
- Demonstrated ability to build trusted partnerships with senior leaders while delivering measurable business outcomes.
- Strong focus on continuous improvement, employee engagement, and customer-centric service delivery.

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

Дивизион

US

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

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