

Vodja odličnosti terena (m/ž/d) / Field Excellence Manager (m/f/d)

Job ID
REQ-10086428
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Словения

Сводка

#LI-Hybrid
Lokacija / Location: Ljubljana

Vodja odličnosti terenskega dela omogoča uspešnost terenske ekipe in operativno odličnost na vseh terapevtskih področjih. Zagotavlja enoten, podatkovno podprt okvir za ocenjevanje uspešnosti, odličnost upravljanja teritorijev ter ključne kazalnike uspešnosti in metrike terenskega dela.

Vloga zagotavlja, da je terensko delovanje dosledno usklajeno s poslovnimi prioritetami in mednarodnimi usmeritvami. Je glavna kontaktna točka za direktorje terapevtskih področij in direktorico področja dostopa do zdravil glede tem, povezanih z učinkovitostjo terenskega dela, ter zagotavlja medfunkcijsko povezovanje in operativno doslednost.

Field Excellence Manager enables field performance and operational excellence across therapeutic areas. Field Excellence Manager provides unified, data-driven framework for performance evaluation, territory excellence, and field KPIs/metrics. The role ensures field operations are consistently aligned to business priorities and international guidance. It serves as the primary interface on field effectiveness topics for Therapeutic Area Heads and Value & Access Head, ensuring cross-functional integration and operational rigor.

About the Role

Ključne odgovornosti

- Uvajanje standardiziranih okvirov ključnih kazalnikov uspešnosti terenskega dela, poročil, analiz in nadzornih plošč v sodelovanju z direktorji terapevtskih področij in direktorico področja dostopa do zdravil.
- Funkcionalno usmerjanje učinkovitosti terenskega dela in podpora zaposlenim na terenu z vpogledi v uspešnost, rednim spremljanjem dela na terenu, skupnimi obiski strank in coachingom, brez neposredne odgovornosti za linijsko vodenje. Sodelovanje z ekipo za grajenje kompetenc in odličnost izvajanja pri obravnavi ugotovljenih razvojnih potreb ter spodbujanju ciljno usmerjenih razvojnih aktivnosti.
- Izvajanje analiz uspešnosti in učinkovitosti, priprava paketov vpogledov in povzetkov uspešnosti ter pretvorba ugotovitev v priporočila za poslovne odločitve in cikle načrtovanja.
- Podpora lansiranju novih zdravil in spremembam portfelja z oblikovanjem scenarijev strukture, velikosti in razporeditve terenskih ekip, vključno s priporočili na podlagi sinergij ciljnih skupin in prioritet lansiranja.
- Uvajanje mednarodnih usmeritev glede pravil za načrtovanje obiskov ter ponovni pregled načrtov pred cikličnimi sestanki z uporabo Novartisovih podatkov, analiz in platform.
- Vodenje skladnega lokalnega izvajanja globalnih in regionalnih postopkov za določanje ciljev terenskih ekip, ocenjevanje uspešnosti, upravljanje sistemov nagrajevanja ter zahtevano arhiviranje dokumentacije.
- Usklajevanje oblikovanja teritorijev med promocijskimi ekipami, vključno z zemljevidi teritorijev, analizami razporeditve predstavnikov, načrti obiskov ter vhodnimi podatki za segmentacijo in ciljno usmerjanje.
- Sodelovanje z lastniki terenskih sistemov pri uvajanju sprememb teritorijev ter zagotavljanju zanesljivega poročanja in analiz.
- Zagotavljanje dosledne uporabe mednarodnih in lokalnih standardov ključnih kazalnikov uspešnosti pri terenskem delu ter opredelitev konkurenčnih meril sodelovanja. Pričakuje ogled na relevantne primerjalne kazalnike.

Pričakujemo

- Univerzitetna izobrazba s področja bioznanosti, inženirstva ali poslovnih ved; zaželeno je višja stopnja izobrazbe s področja bioznanosti, medicine, poslovnih ved in/ali managementa; zahtevano je tekoče znanje angleščine in obvezno znanje slovenskega jezika; pričakovane so relevantne izkušnje s komercialnimi operacijami v farmacevtski ali biotehnoški industriji.
- Pripravljenost na redne obiske terena s terenskimi ekipami, do tri dni na teden; zahtevano je veljavno vozniško dovoljenje.
- Izkušnje z delom na terenu so prednost.
- Izkušnje z vodenjem pobud na področju učinkovitosti prodajnih ekip, odličnosti terenskega dela ali komercialne odličnosti.
- Coaching certifikat je prednost.
- Izkušnje pri oblikovanju in upravljanju sistemov nagrajevanja terenskih ekip, vključno z modeliranjem izplačil in analizami.
- Izkušnje na področju oblikovanja in usklajevanja teritorijev, priprave in izboljševanja načrtov obiskov, ter analiz razporeditve terenskih ekip.
- Praktične izkušnje s sistemi za upravljanje odnosov s strankami, kot je Veeva, z nadzornimi ploščami poslovnega obveščanja, kot sta Power BI ali Tableau, ter z okviri segmentacije in ciljnega usmerjanja.
- Izkušnje s podporo načrtovanju vstopa na trg pri lansiranjih in spremembah portfelja, vključno s scenariji velikosti terenskih ekip in priporočili za njihovo razporeditev.
- Močne analitične sposobnosti ter uporaba Excela in statističnih orodij, skupaj s poznavanjem zahtev glede kakovosti podatkov, upravljanja podatkov in skladnosti.
- Dokazane vodstvene sposobnosti pri upravljanju sprememb na različnih trgih ter odlične komunikacijske sposobnosti pri delu z deležniki, omogočanju izvajanja in medfunkcijskem sodelovanju.
- Dobro poznavanje standardov skladnosti v panogi, vključno z zahtevami za terenske aktivnosti, pravili za oblikovanje sistemov nagrajevanja, načeli ločevanja medicinskih in komercialnih dejavnosti ter veljavnimi lokalnimi kodeksi in zakonodajo.

Z izbranim kandidatom bomo sklenili delovno razmerje za **nedoločen čas** s poskusno dobo **6 mesecev**. Prijavo oddajte z življenjepisom v slovenskem in angleškem jeziku.

Nagrajevanje:

V Novartis smo zavezani k soustvarjanju prihodnosti medicine ter priznavanju in nagrajevanju ljudi, ki to omogočajo.

Pričakovani letni osnovni razpon plače za delovno mesto:

• 49,429.00– 91,780.00 €

Osnovna plača se določa na podlagi vnaprej opredeljenih in transparentnih kriterijev, kot so relevantne veščine, kompetence in izkušnje, ne glede na spol, ter v skladu z Novartisovo politiko določanja plač. Po zaposlitvi v Novartisu se plača periodično pregleda v skladu z internimi akti in postopki.

Plačna enakost je temeljno načelo naše kadrovske politike in odraža našo zavezo k ustvarjanju raznolikega, pravičnega in vključujočega okolja, ki vse zaposlene obravnava dostojanstveno in spoštljivo, kot je opredeljeno v našem Kodeksu etike.

Poleg letne bruto plače ste upravičeni tudi do: letnega bonusa fleksibilnega načina dela z možnostjo prilagajanja urnika in delom od doma, pokojninske sheme, možnosti vključitve v kolektivno zdravstveno zavarovanje, sheme nagrajevanja in priznanja dosežkov, razširjenega programa promocije zdravja na področju fizičnega in duševnega dobrega počutja ter delovne obremenitve (Polni življenja), številnih priložnosti za učenje in razvoj, zaposlitve v podjetju s certifikatom Družini prijazno podjetje.

Preberite brošuro in izvedite več o našem sistemu nagrajevanja: https://www.novartis.com/sites/novartis_com/files/novartis-life-handbook.pdf

Opomba: Ugodnosti se lahko razlikujejo glede na državo ter so skladni z lokalno zakonodajo, vključno z določili kolektivnih pogodb. Celovit pregled vašega paketa prejemkov, vključno z morebitnimi relevantnimi določbami kolektivne pogodbe, ki veljajo za vašo delovno mesto glede na lokacijo zaposlitve in delodajalca Novartis, vam bo posredovan v okviru nadaljnjih korakov zaposlitvenega postopka.

Predani smo raznolikosti in vključenosti: Novartis si prizadeva ustvariti izjemno, vključujoče delovno okolje in oblikovanje raznolikih timov, saj ti predstavljajo naše bolnike in skupnosti, ki jih oskrbujemo.

Zakaj Novartis: Pomagati bolnikom in njihovim družinam zahteva več kot le inovativno znanost. Potrebna je skupnost zavzetih ljudi, kot ste vi. V Novartisu cenimo sodelovanje, podporo in navdihovanje drug drugega za razvoj prebojnih terapij, ki spreminjajo življenja pacientov. Ste pripravljeni ustvariti svetlejšo prihodnost skupaj z nami? <https://www.novartis.com/about/strategy/people-and-culture>

Key Responsibilities:

- Deploy standardized in-field KPI metrics frameworks, reports, analytics and dashboards in partnership with Therapeutic Area and Value & Access Head.
- Provide functional oversight of field-force effectiveness and support field employees through performance insights, regular field observations, double calls and coaching, without direct line-management responsibility. Partner with the Capability Building execution excellence team to address identified capability and development needs and drive targeted development actions.
- Conduct performance and effectiveness diagnostics, prepare insight packs and performance summaries, and translate findings into recommendations for reviews and planning cycles.
- Support new product launches and portfolio changes by developing field-force structure, sizing and deployment scenarios, including recommendations based on target synergies and launch priorities.
- Implement international guidance on call-plan guardrails, revisiting plans before cycle meetings using Novartis data, analytics and platforms.
- Lead compliant local implementation of global and regional procedures for field-force target setting, performance evaluation, incentive governance and required document archiving.
- Harmonize territory design across promotional teams, including territory maps, representative placement analytics, call plans, segmentation and targeting inputs.
- Partner with field-system owners to implement territory changes and enable reliable reporting and analysis.
- Ensure international and local KPI standards are consistently adopted across field execution, and define competitive engagement measures against relevant benchmarks.

Requirements:

- University degree in bioscience, engineering or business; an advanced degree in bioscience, medicine, business and/or management is preferred; fluency in English is required and the country language is mandatory; relevant experience in pharmaceutical or biotech commercial operations is expected.
- Willingness to travel for regular field visits with field force, up to 3 days per week, valid driver's license required.
- Field experience is preferable.
- Experience leading Sales Force Effectiveness, Field Excellence or Commercial Excellence initiatives.
- Coaching credentials are an advantage.
- Proven ability to design and govern field incentive schemes, including payout modelling and diagnostics.
- Demonstrated expertise in territory design and alignment, call-plan generation and field deployment analytics.
- Hands-on experience with CRM and field systems such as Veeva, BI dashboards such as Power BI or Tableau, and segmentation and targeting frameworks.
- Experience supporting go-to-market planning for launches and portfolio changes, including field-force sizing scenarios and deployment recommendations.
- Strong analytical capability using Excel and statistical tools, with knowledge of data quality, governance and compliance requirements.
- Proven change-management leadership across diverse markets, with strong stakeholder communication, enablement and cross-functional collaboration skills.
- Strong knowledge of industry compliance standards, including field-activity requirements, incentive-design guardrails, medical and commercial separation principles, and applicable local codes and laws.

We offer **permanent employment** with **6 months** of probation period. Submit your application with the CV in Slovenian and English language.

Rewards

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

Expected Annual Base Salary Range for role:

• 49,429.00– 91,780.00 €

The 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.

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.

In addition to base salary, you will also be eligible for: Annual bonus, Flexible working schedule, tailored to your needs, possibility to work from home, Pension scheme, possibility of joining collective health insurance scheme, Employee Recognition Scheme, Expanded program for the promotion of health in the field of physical and mental well-being and managing workload (Well-being), Unlimited learning and development opportunities, employment at Family Friendly Enterprise.

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, including provisions of collective bargaining agreements where applicable. A full overview of your compensation package, including any relevant collective bargaining agreement details applicable to your role based on your employment location and Novartis employer entity, will be communicated separately to you during the application process.

Commitment to Diversity and 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 \(PDF 30 MB\)](#)

Primary location salary range

€49,420.00 - €91,780.00

Дивизион

International

Business Unit

Sales

Место

Словения

Сайт

Ljubljana

Company / Legal Entity

SIA0 (FCRS = CH024) Novartis Pharma Services

Functional Area

Продажи

Job Type

Full time

Employment Type

Regular

Shift Work

No

Accessibility and accommodation

Novartis is committed to working with and providing 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 [3/4](#)

diversity.inclusion_slo@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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