

Digital Business Partner

Job ID
REQ-10044478

5月 06, 2025

Spain

摘要

As a Digital Business Partner, you will join the Customer Experience Hub team and play a crucial role in supporting and collaborating with various business teams, including marketing and field teams. You will work closely with colleagues across the Spanish Innovative Medicines division, driving the customer-centric transformation journey within the organization. Your efforts will focus on developing new capabilities and services to enhance the quality and impact of our customer experience activities.

If you have a high level of digital expertise, a deep understanding of the pharmaceutical industry, and are interested in having a positive impact in people's lives, we are eager to welcoming you in our team and to have your support developing our current vision, strategy, and features for Novartis' Customer Experience in Spain!

About the Role

Location: Barcelona #LI-Hybrid

Key Responsibilities:

- Work closely with marketing and field teams to develop and implement effective omnichannel strategies, supporting to develop an end-to-end process from the content production, touchpoint journey and insight analysis.
- Manage and optimize campaigns in Salesforce Marketing Cloud.
- Act as a liaison between business teams and digital solutions, ensuring smooth and effective communication and project management.
- Analyse and report on the performance of digital initiatives, providing recommendations for continuous improvement.
- Stay updated with emerging digital trends and technologies in the pharmaceutical industry.

Essential Requirements:

- Bachelor ' s or advanced degree in relevant areas is required: Business Administration, Marketing, etc.
- At least 3 years ' experience in the digital marketing field
- At least 3 years ' experience managing CX projects with a proven track record of delivering results.
- Advanced knowledge of Salesforce Marketing Cloud is necessary.
- Well-developed written and verbal communication skills including presentations, meeting and workshop facilitation, business and report writing.
- Excellent interpersonal skills and ability to work effectively with others in and across the organization to accomplish team ' s goals.
- Passionate about Customer Experience and driving to insight.
- Fluency in both Spanish and English languages.

Benefits and Rewards:

Company Pension Plan, Life and Accidental Insurance, Meals Allowance or Canteen in the office, Flexible working hours. Read our handbook to learn about all the ways we ' ll help you thrive personally and professionally: [Novartis Life Handbook](#)

Commitment to Diversity and Inclusion / EEO:

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

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>

部门
International

Business Unit
Innovative Medicines

地点
Spain

站点
Barcelona Gran V í a

Company / Legal Entity
ES06 (FCRS = ES006) Novartis Farmac é utica, S.A.

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work

No

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