

## Solution & Service Design Manager

Job ID  
REQ-10051307

5月 08, 2025

United Kingdom

### 摘要

The SSD Manager designs and manages projects/solutions with the aim to address and solve specific pain points in the patient journey in order to accelerate time to treatment in the priority therapeutic areas. This position reports to SSD Lead and has no direct reports. This is a high impact role maximizing the number of patients to benefit from Novartis brands.

### About the Role

Location:

This is a London office based role with hybrid working which means 12 days in the office each month.

#LI-Hybrid

### Major Accountabilities

- Design and manage innovative and scalable projects and solutions, based on needs identified by the cross-functional teams, the product life cycle and patient journey phase
- Drives the medical, legal and compliance processes, ensuring fast and efficient approval of projects.
- Support the Digital Medicines strategy by advising on or developing or managing solutions that require digital implementation
- Identify, assess, and select external vendors based on proven track record of delivering successful and scalable solutions
- Manage project financials in alignment with TA and wider business
- Collaborate with the solutions implementation team to manage the ongoing implementation of projects including dispersal of allocated funding
- Defines KPIs for each solution and tracks performance and measurement of impact.

### Experience:

- Demonstrated success in managing large scale, long term Pharmaceutical projects with a lasting outcome
- This may come from a role in market access, marketing, medical, compliance or other relevant role within the pharmaceutical industry
- Experience of prioritisation through juggling multiple projects including budget management
- Good understanding of patient journey concepts and UK NHS system as a whole
- Good knowledge of Pharma compliance
- Strong collaboration skills, negotiation skills to engage and manage stakeholders internally and externally
- Service mind-set; solution connected to the problem, customer experience approach

### 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?

Our purpose is to reimagine medicine to improve and extend people ' s lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

### You ' ll receive:

Competitive salary, Annual bonus, Pension scheme, Share purchase scheme, Health insurance, 25 days annual leave, Flexible working arrangements, subsidised dining facilities, Employee recognition scheme, learning and development opportunities.

Join our Novartis Network:

If this role is not suitable to your experience or career goals but you wish to stay connected to learn more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

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

Universal Hierarchy Node

地点

United Kingdom

站点

London (The Westworks)

Company / Legal Entity

GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.

Functional Area  
Market Access

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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