

# **Customer Experience Manager**

Job ID REQ-10053733

6月 03, 2025

**United Kingdom** 

# 摘要

#LI-Hybrid

Location: London (The Westworks)

Relocation Support: This role is based in London (The Westworks). Novartis is unable to offer relocation support: please only apply if accessible.

About the Role

As a Customer Experience Manager, you will play a pivotal role in enhancing customer satisfaction and driving brand loyalty. Your efforts will directly impact how customers perceive and interact with our brand, ensuring they have a seamless and positive experience at every touchpoint. By leading the development of promotional activities and collaborating with cross-functional teams, you will help shape the future of our customer engagement strategies. This is an exciting opportunity to make a significant difference in the lives of our customers and contribute to the growth of our brand.

### About the Role

### Key Responsibilities

- Prepare content for Integrated Brand Teams and Launch Teams to ensure cohesive brand messaging.
- Execute, monitor, and analyze agreed tactical plans to ensure brand growth.
- Lead the development of promotional activities in line with internal SOPs and Code of Conduct guidelines.
- Monitor and control brand budgets, forecasts, and expenses to evaluate cost effectiveness and results.
- Identify market insights and opportunities through customer interactions.
- Execute central and regional marketing activities to support brand objectives.
- Monitor product performance and external environment, taking corrective actions as needed.
- Collaborate with Marketing and Medical teams to maximize activities and identify specific needs for each patient segment within the assigned territory.

#### **Essential Requirements**

- Proven cross-cultural experience to effectively manage diverse teams and customer interactions.
- Strong project management skills to oversee and execute marketing initiatives.
- Expertise in operations management and execution to ensure smooth implementation of strategies.
- Excellent agility and adaptability to respond to changing market conditions and customer needs.
- Proficiency in digital marketing to enhance brand presence and customer engagement.
- In-depth understanding of the healthcare sector to align marketing strategies with industry standards.

# Desirable Requirements

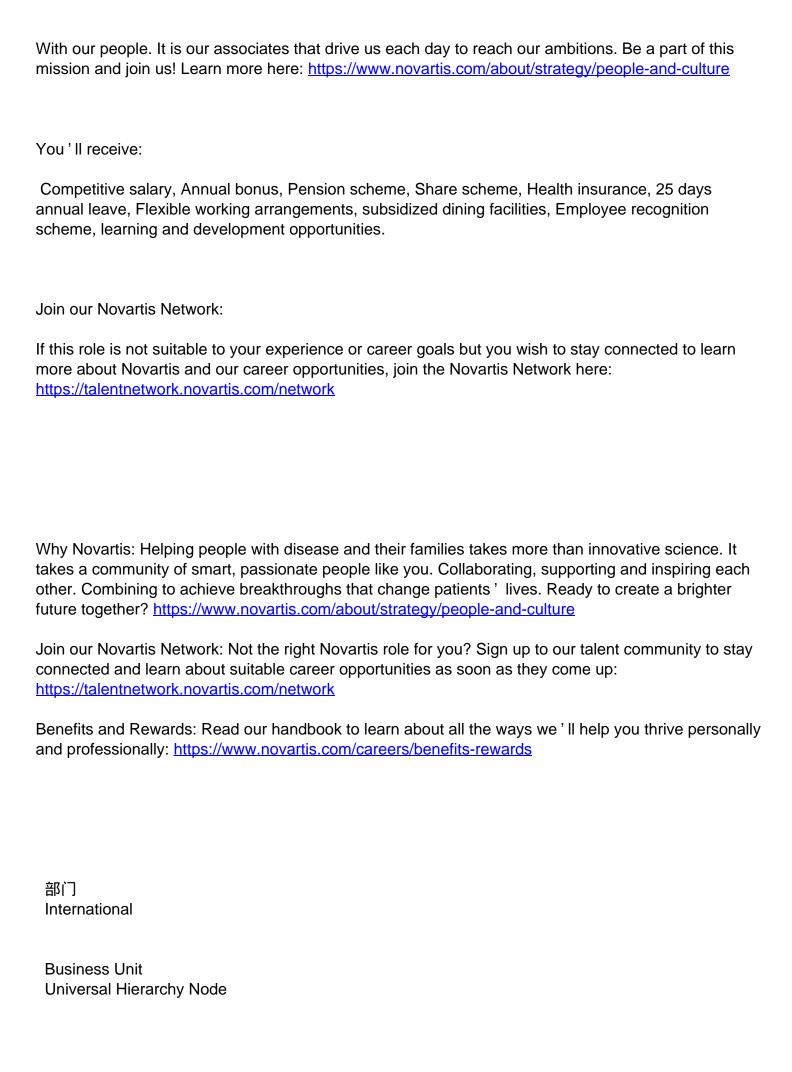
- Strong influencing skills to effectively drive marketing strategies and initiatives.
- Experience in stakeholder management to build and maintain strategic partnerships.

#### Commitment to Diversity:

We are 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?



地点 United Kingdom
站点 London (The Westworks)
Company / Legal Entity GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.
Functional Area Marketing
Job Type Full time
Employment Type Regular
Shift Work No
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