

Customer Engagement & Operations Lead

Job ID
REQ-10053892

6月 02, 2025

Spain

摘要

The Customer Engagement & Operations Lead holds a holistic vision of our company's marketing head office and field teams. This role has a comprehensive understanding and direct contact with global processes and projects, hence, plays a strategical role when it comes to the coordination and management of the Business Excellence and Customer Engagement (BECE) organization and the different initiatives within the same and across the organization.

In this role you will contribute so that our impact continues extending, and being a positive factor in many people's lives!

About the Role

Location: Madrid or Barcelona #LI-Hybrid

Key Responsibilities:

- Manage and coordinate the Business Excellence and Customer Engagement (BECE) organization and its main initiatives. This includes measuring the success of all pillars against the value case with internal and external KPIs, to enable a feedback loop supporting continuous improvement.
- Lead cross organization transformational initiatives (e.g. account management, omnichannel transformations, customer centricity transformations, and commercial excellence transformations).
- Maintain the Business Excellence and Customer Engagement plan, with 1) Roles & Responsibilities, 2) plan, track and execute the multiyear investment plan and 3) coordinate the resource roadmap, collaborating across BECE LT and other stakeholders / functions. Manage multi-year BECE operational budget and forecast.
- Define, manage, and optimize BECE processes and standards.
- Own change management & communication & engagement within BECE.
- Contribute to capturing input from field management and head office management to contribute to the ongoing development of Customer Experience and AI and ensure ingestion of these insights into CX/AI strategy.
- Act as gatekeeper to cascade above-country initiatives to Spain, coordinate and establish Spain-Global collaboration to maximise implementation of specific projects and explore opportunities to collaborate across countries.
- Identification and provisioning of standardized KPIs and impact measures. Establish a shared KPI framework and standardized reporting. Identify areas of optimization including CX / AI / ML inputs.

Essential requirements:

- Business Experience (Marketing &/or Sales) in the healthcare sector - deep strategical expertise in the design & implementation of pharma commercial models (past, current and future) and understanding of relevant trends in the industry. Alternatively, a consulting background in the pharma industry will also be considered.
- Experience in leading strategic projects and coordination and management of multistakeholder and multiconcept programmes. Proven experience in project/programme management best practices, tooling and ways of working would be very valuable.
- Proven experience working with Local, Global and Regional teams.
- Capacity to navigate complexity and to drive effectiveness across the function and in collaboration with other functions in Novartis local and global teams.
- Experience in change management initiatives and read to implement best practices.
- Strategic/Business Mindset, continuous improvement abilities and strong collaborative, negotiation, and analytical skills.
- Fluent speaker of English and Spanish 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>

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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.

Alternative Location 1

Madrid Delegaci ó n, Spain

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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