

Customer Engagement Strategy Partner

Job ID
REQ-10053972

6月 11, 2025

Spain

摘要

The Customer Engagement Strategy Partner co-creates with the Therapeutical Area (TA) to maximize our impact, performance and customer engagement by identifying business opportunities & risks, generating actionable insights and implementing new CE solutions, ways of working, and mindset.

Acting as the strategic interface between Business Excellence & Commercial Execution (BECE) and the business, this role identifies opportunities, translates insights into action, and implements innovative solutions and ways of working that enhance how we engage with customers and deliver on our purpose.

We invite you to apply and be part of our mission to reimagine medicine. Come and join this unique team!

About the Role

Location: Madrid or Barcelona. #LI-Hybrid

Key Responsibilities:

- Drive sales performance and revenue growth for TA priority brands by identifying needs, opportunities, and risks.
- Generate strategic insights and propose actions to mitigate risks and create business impact.
- Contribute to Go-to-Market planning based on disease area insights and local market dynamics.
- Align with TA on sales targets, Promogrids, and commercial execution KPIs for each cycle.
- Analyze call plan and target achievement to recommend improvements in sales structure and Promogrids.
- Promote data culture and act as the interface between Data & Analytics and the TA.
- Integrate the customer engagement framework into operational processes to enhance customer engagement models.
- Implement and promote Account 360 to optimize resources and impact on priority accounts.
- Consolidate the path to commercialization excellence through continuous performance monitoring and collaboration.

Essential Requirements:

- Degree in Business, Marketing, Life Sciences, or related field.
- Experience in strategy roles of at least 3 years. Background in marketing, with exposure to strategic planning and execution. Consulting background with exposure to pharma or operational marketing is a plus.

- Cross-functional experience in areas such as Marketing, Sales, Value & Access, or Commercial Excellence
- Ability to understand therapeutic area (TA) dynamics, market positioning, and resource allocation.
- Proven ability to work with brand teams, account management, and internal stakeholders. Strong interpersonal skills to act as a business partner and represent BECE within the TA.
- Fluent communication in Spanish and English.

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.

Alternative Location 1

Madrid Delegaci ó n, Spain

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work
No

[Apply to Job](#)

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.



Job ID
REQ-10053972

Customer Engagement Strategy Partner

[Apply to Job](#)

Source URL:

<https://www.novartis.com.cn/careers/career-search/job/details/req-10053972-customer-engagement-strategy-partner>

List of links present in page

1. <https://www.novartis.com/sites/novartiscom/files/novartis-life-handbook.pdf>
2. <https://www.novartis.com/about/strategy/people-and-culture>
3. <https://talentnetwork.novartis.com/network>
4. <https://www.novartis.com/careers/benefits-rewards>
5. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Barcelona-Gran-Va/Customer-Engagement-Strategy-PartnerREQ-10053972-1>
6. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Barcelona-Gran-Va/Customer-Engagement-Strategy-PartnerREQ-10053972-1>