

Innovative Solution Expert

Job ID
REQ-10058489

7月 22, 2025

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摘要

Innovative Solution Expert, as a key member of the Channel Management Team, is responsible for optimizing Novartis' sales channels by simplifying and digitalizing operational workflows. Plays a critical part in designing and implementing innovative commercial models that both prioritize patient access and maximize market potential in favour of Novartis. Provides strategic guidance to cross-functional projects within the company that involve channel management, leveraging deep expertise in sales channel dynamics.

About the Role

Major Responsibilities:

- Drive channel optimization initiatives.
- Identify, design, and implement innovative models to improve the efficiency and effectiveness

of sales and distribution channels.

- Lead digital transformation within channel operations.
- Simplify and digitalize existing workflows, ensuring seamless integration across systems and touchpoints to enhance customer and partner experience.
- Act as a strategic partner in cross-functional projects.
- Provide expert input on sales channel design and execution in company-wide initiatives, ensuring alignment with commercial and digital strategies.
- Develop and pilot new commercial models.
- Explore and test data-driven, patient-centric go-to-market approaches that enhance market access and improve channel performance.
- Monitor and analyze channel performance metrics.
- Track key indicators to assess the impact of innovation efforts and digital tools and make data-backed recommendations for continuous improvement.
- Collaborate with external partners and solution providers.
- Identify and manage partnerships with digital health, logistics, or tech vendors to co-develop scalable solutions tailored to channel needs.
- Foster a culture of innovation within the channel team.
- Facilitate ideation workshops, share best practices, and encourage experimentation to embed a mindset of continuous improvement.
- Create psychological safe environment.
- Foster an inspired, curious and unbossed, but also inclusive and psychologically safe environment to increase diversity of thinking and a strong market focus. Innovative learning and inspire to other departments in spreading the cultural journey by sharing best practices.

Key Performance Indicators

- System data quality (Accuracy and consistency of master data in platforms like SAP, Vistex, etc.)
- Cross-Functional collaboration & channel alignment (Degree of alignment between demand planning, sales, marketing, and supply chain teams, etc.)
- Cost saving generated from process innovation
- Channel partner satisfaction score (post-digital enablement)
- Internal stakeholder engagement & feedback score
- Adoption rate of newly implemented digital platforms
- Co-developed solutions reaching implementation or commercialization

Essential Requirements:

- University degree in Engineering, Business Administration, Digital Marketing & E-commerce, Business or Health informatics, Healthcare Management etc.
- Proficiency in English (spoken and written)
- Min. two years of experience in coordinating sales processes, with strong expertise in order and shipment management, distribution models, and both direct and indirect channel operations. Has over one year of professional experience in e-commerce or digitalization projects, actively contributing to process design and project management initiatives.

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>

Benefits and Rewards:

Read our handbook to learn about all the ways we'll help you thrive personally and professionally: [Novartis Life Handbook](#)

Commitment to Diversity & Inclusion:

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

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>

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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
T ü rkiye

站点
Istanbul Ata ehir

Company / Legal Entity
TR01 (FCRS = TR001) Novartis Sa ı l ı k, G ı da ve Tar ı m Ü r ü nleri San. Ve Tic. A. .

Functional Area
Sales

Job Type
Full time

Employment Type
Regular

Shift Work
No

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