

Customer Solution and Patient Journey Lead Adriatic

Job ID
REQ-10058639

7月 22, 2025

Croatia

摘要

The Customer Solution and Patient Journey Lead (CSL) is responsible for exploring, developing, implementing, and evaluating solutions that address customer needs. This role focuses on deeply understanding and mapping the patient journey, identifying pain points and opportunities, collaborating with the brand's cross-functional team to quantify, prioritize, and address these issues by developing and implementing strategies and solutions to enhance the customer experience.

About the Role

Key Responsibilities:

- Patient and Customer Journey Mapping: Analyse and map the patient and customer journey to identify pain points and opportunities for improvement.
- Consultancy: Provide consultancy based on insights, market understanding to influence product strategy. Monitor industry trends and best practices to ensure our solutions remain

competitive.

- **Project Management:** Lead and manage projects from conception through implementation, ensuring timely delivery and alignment with business goals. Ensure success criteria are established, key metrics identified and manage finances for successful implementation of each project.
- **Stakeholder Collaboration:** Collaborate with internal and external stakeholders to ensure solutions meets the needs of patients and customers.
- **Innovation:** Support Therapeutic areas to develop pilots for new care models to drive performance opportunities and 'beyond the pill' proposals, capitalising on best practice and testing innovative ideas.
- **Cluster engagement:** Participate in cluster Novel Customer Solution team to leverage synergies and support scaling solutions across markets.
- **Education:** Provide training and support to team members on customer solution best practices.
- **Process Improvement:** Drive for standardized solution portfolio, internal process standardization and simplification, ensuring high quality of compliance & integrity.

Requirements:

- Bachelor's degree in Healthcare, Technology, Business, Marketing, or a related field.
- Minimum of 7 years of experience in healthcare industry incl. interaction with healthcare professionals, strategic thinking and pharmaceutical marketing.
- Strong analytical and problem-solving skills, project management experience and business and commercial acumen.
- Excellent communication and interpersonal skills, with ability to effectively collaborate with high number of cross-functional internal and external stakeholders.
- Knowledge of industry trends and best practices in customer solutions and patient experience design.

Languages :

- English.

What We Offer:

- Competitive salary and benefits package.
- Opportunity to work in a dynamic and innovative environment.
- Professional development and growth opportunities.
- Collaborative and supportive team culture.

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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部门
International

Business Unit
Innovative Medicines

地点
Croatia

站点
Croatia

Company / Legal Entity
HR03 (FCRS = HR003) Novartis Hrvatska d.o.o.

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work

No

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