

Lead of Customer & Patient Experience

Job ID
REQ-10058668

8月 05, 2025

Egypt

摘要

In this role, the incumbent will be responsible for ensuring the successful implementation and execution of the Commercial Strategy; take full accountability for brand insight across regional organization and provide strategic insights that share /develop brand strategy. Lead a team of customer experience and digital capability managers who work collaboratively with cross functional teams to synthesize findings into actionable insights.

#LI-Hybrid

About the Role

Scope & Responsibilities

- **Strategic Leadership & Vision:** Oversee the development and execution of customer and patient experience strategies, ensuring alignment with organizational goals and therapy area (TA) priorities. Champion a data-driven and digitally enabled culture throughout the organization.
- **CX Performance Oversight:** Guide and monitor the performance of customer experience (CX) initiatives across key brands.
- **Feedback Governance & Insights:** Direct the systematic collection, analysis, and utilization of patient and customer feedback
- **Digital Capability Enhancement:** Set the vision and framework for elevating digital acumen across all relevant functions. Oversee the development and rollout of tailored digital and technology learning programs, ensuring workforce readiness for ongoing and future digital transformation.
- **Change Management & Transformation Leadership:** Serve as the primary change agent for digital transformation, articulating and communicating the strategic roadmap. Ensure all digital transformation activities align with the broader business strategy and are executed to a high standard.
- **Technology Integration & Process Optimization:** Supervise the planning, implementation, and evaluation of digital systems—including automation tools, cloud solutions, and analytics platforms—guaranteeing seamless integration and maximum value realization.
- **Talent Development & Coaching:** Drive the strategic direction of training programs for CX and digital skills, ensuring that teams are equipped to deliver outstanding service and adapt to new technologies. Mentor and develop staff, fostering a culture of learning, innovation, and excellence.
- **Performance Monitoring & Reporting:** Oversee the organization's performance across digital channels and tools, ensuring transparent communication of progress, challenges, and achievements to executive leadership and stakeholders.

Minimum Requirements

- At least 3 years of experience in similar position, while leading marketing/omnichannel/digital engagement teams.
- Strong leadership and team management skills.
- Proven record as change agent in leading customer engagement strategy & digital transformation.
- Ability to analyze data and generate insights for continuous improvement. Familiarity with relevant regulations and compliance standards.

Commitment to Diversity & Inclusion

Novartis is an equal opportunity employer and take pride in maintaining a diverse environment. We do not discriminate in recruitment, hiring, training, promotion, or other employment practices for reasons of race, color, religion, gender, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status. We are committed to building diverse teams, representatives of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration and empower our people to unleash their full potential.

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

Egypt

站点

New Cairo

Company / Legal Entity

EG02 (FCRS = EG002) Novartis Pharma S.A.E

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work
No

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



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