

Business Intelligence and Engagement Lead

Job ID
REQ-10061548

11月 03, 2025

Spain

摘要

We are a global team focusing on customer experience, aspiring to transform customer and operational excellence into a measurable competitive advantage. We design, optimize, and govern commercial solutions that improve customer experience.

We are looking for a hands-on, collaborative, and strategic professional to move our organization into a more customer-focused one, contributing to the clients' transformation across multiple countries. This role is responsible for analyzing and documenting current business models and structures, identifying customer journey pain points, and defining future state operating models in alignment with global standards and archetypes.

The successful candidate will partner closely with both global and local leadership teams to design and implement effective, efficient, and compliant operating models, ultimately ensuring consistent and excellent customer experience worldwide.

About the Role

Key Responsibilities:

Analyze Current State (“As-Is”)

- Assess and document existing business models, structures, and customer journeys across countries, identifying strengths, challenges, and areas for improvement in customer processes.
- Map local structures and activities, particularly within the customer-to-invoice process.

Define Future State (“To-Be”)

- Collaborate with the Global Process Owner leadership team and Country leadership teams to define the future target operating model, incorporating country-specific requirements and best practices into global frameworks.
- Develop country archetypes and cluster countries accordingly to design the most effective operating model by archetype.

Transformation & Implementation

- Partner with selected countries and customers to deeply understand journeys and define improvements, creating and managing transition plans for countries moving to target operating models.
- Support countries during transformation phases, ensuring smooth adoption and change management.

Continuous Improvement

- Monitor progress and measure effectiveness of implemented models. Recommend and implement adjustments to evolving country models as needed.
- Drive standardization and harmonization of processes to achieve global efficiency, compliance, and customer satisfaction.

Essential Requirements:

- Bachelor ' s degree in business administration, management, or related field; master's degree is strongly preferred.
 - Minimum 7 years of experience in customer journey design, business transformation, process optimization, or operating model development, preferably within multinational or complex organizational environments.
 - Solid understanding of customer-to-invoice processes and global business operations, with multi-country experience in Finance, Customer Service, or Pricing.
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- Experience in market-facing roles such as Sales, Key Account Management (KAM), Pricing, or Value & Access, with a strong focus on country-level execution.
- Proven ability to lead cross-functional teams, drive change initiatives, and manage diverse stakeholder groups across cultures and time zones. Excellent communication and stakeholder management skills, with a collaborative and adaptive mindset.
- Strong analytical and problem-solving skills, with the ability to simplify complexity and translate insights into action.
- Fluency in English is required; additional languages are a plus.

Relocation:

This role is based in Barcelona, Spain or Basel, Switzerland. Novartis is unable to offer relocation support for this role: please only apply if these locations are accessible for you.

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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Finance

Business Unit
Universal Hierarchy Node

地点
Spain

站点
Barcelona Gran V í a

Company / Legal Entity
ES06 (FCRS = ES006) Novartis Farmac é utica, S.A.

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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