

Customer Experience & Engagement Lead

Job ID
REQ-10063423

10月 02, 2025

Netherlands

摘要

Location: Amsterdam

#LI-hybrid

About the Role

About the Role:

As the Customer Experience & Engagement Lead, you will be responsible for building a center of excellence for commercial and medical excellence. Your focus will be on insight generation, customer engagement analysis, business planning, and developing high-performing analytical capabilities for the teams.

Key Responsibilities:

- Develop and implement innovative solutions to enhance commercial & medical KPIs and achieve revenue growth targets
- Consistently measure and monitor external competitiveness and internal performance (e.g., market share, benchmarks, audits)
- Support Therapeutic Area teams and medical units in planning and execution of business processes
- Collaborate with the Digital function to generate insights from CRM, digital initiatives, and patient journeys
- Ensure compliance and implementation of business rules/processes for Customer Data Management (CRM)
- Coach, train, and develop team members in the Experience & Engagement unit
- Foster a “ONE Novartis” culture: build diverse, agile, and high-performing teams

Your Profile :

- Completed higher education (Bachelor ' s or Master ' s degree) in Business administration.
- Proven experience in the pharmaceutical industry and/ or consultancy background
- Proven track record in business insights and analytics
- Experience leading marketing/medical strategy using large data sets, algorithms, and modeling
- Demonstrated ability to integrate data analysis into strategic planning
- Strong leadership skills, including leading without authority and managing cross-functional teams
- Experience in multi-stakeholder collaboration and matrix environments
- Excellent English skills; Dutch is a plus
- Demonstrate an agile mindset by setting clear priorities, collaborating openly, and using feedback to make step-by-step improvements – reflecting the core elements of Agile culture within the Dutch organization.

Key Performance Indicators:

- Implementation of innovative solutions to improve KPIs and revenue
- Productivity and competitiveness gains (internal/external benchmarks)
- Improved time-to-delivery and customer satisfaction
- Number and success of prioritized projects and adaptive business planning
- Enhanced data and insight generation across all teams

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

Universal Hierarchy Node

地点

Netherlands

站点

Amsterdam

Company / Legal Entity

NL08 (FCRS = NL008) Novartis Pharma NL

Functional Area

Marketing

Job Type

Full time

Employment Type

Temporary (Fixed Term)

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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