

## Head DDIT EXP Transformation & Governance

Job ID  
REQ-10063438

10月 06, 2025

Spain

### 摘要

Location: Barcelona, Spain; Prague, Czech Republic; #LI-Hybrid (12 days/month in office)

This role is based in Prague or Barcelona. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

#### About the Role:

It is exciting times at Novartis, as we are building a new DD&IT Experience and Adoption team and we are looking for a Head DDIT EXP Transformation & Governance to join us in our journey. Take on a challenge that matters! Be the catalyst who turns insights into action and change into belonging. Partner across teams to make complex platforms simple and joyful guided by integrity and an unbossed mindset. Help reimagine how people experience DD&IT at Novartis, so technology feels natural, supportive, and human for everyone.

The Head DDIT EXP Transformation & Governance is a pivotal leader responsible for crafting and executing a unified vision for user experience and adoption across the organization's digital tools and services. This role ensures alignment with broader organizational strategy by setting guiding

principles, governance standards, and prioritization frameworks for experience & adoption that influence portfolio priorities.

The successful candidate will drive collaboration across teams by creating alignment frameworks informed by organizational goals, research insights, and user needs while fostering consistency, compliance, and continuous improvement.

Please note this role may require occasional travel.

## About the Role

### Key Responsibilities:

- **Vision Development:** Define and articulate a comprehensive strategy and roadmap for user experience and adoption, ensuring alignment with broader organizational objectives.
- **Guiding Principles & Governance:** Develop and implement governance standards (e.g., accessibility requirements) and guiding principles to establish consistency across processes, tools, and services.
- **Portfolio Prioritization:** Create and manage prioritization frameworks that help identify focus areas based on organizational goals, user needs, and research insights.
- **Strategic Alignment:** Build and maintain alignment frameworks across teams to ensure cohesion between experience & adoption initiatives and broader strategy efforts.
- **Team Leadership:** Oversee and mentor a team of specialists focused on experience strategy, governance, and process improvement in the field of experience & adoption.
- **Stakeholder Engagement:** Collaborate with leaders across design, technology, and operations to drive strategic alignment and adoption goals.
- **Accessibility & Compliance:** Lead efforts to design universal standards ensuring cohesive accessibility requirements for all tools and services.

### Essential Requirements:

- Bachelor ' s or master ' s degree in business Strategy, Organizational Development, UX Design, or another relevant field.
- In-depth understanding of governance standards, policies, and compliance requirements in user experience and adoption contexts, with demonstrated experience in process management and improvement, to ensure governance frameworks are operationalized effectively, driving organizational integrity and alignment with strategic goals.
- Strong ability to articulate, develop, and execute holistic strategies that impact organizational priorities, balancing Strategy Development and Strategic Planning, aligning organizational scope, scale, and complexity with actionable initiatives.
- Ability to integrate research insights and organizational goals into actionable strategies, combining financial modelling with data analysis expertise to guide evidence-based prioritization, resource allocation, and impact assessment.
- Track record of improving efficiency, workflows, and processes related to user experience and adoption, with project management and change management skills.
- Proven leadership skills, with ability to inspire, guide, and mentor a diverse team of designers, facilitating growth, innovation, and consistent delivery of excellence, while focusing on talent

development.

- Excellent communication and presentation skills; Fluent in English (both written and verbal); Proficiency in additional languages relevant to organizational regions is preferred.

#### Desirable requirements

- Advanced certifications in governance frameworks, strategy development, or process improvement are preferred.

#### Commitment to Diversity & Inclusion:

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

#### You ' ll receive (CZ only):

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program - choice of benefits from Benefit Plus Cafeteria in the amount of 12,500 CZK per year; Meal vouchers in amount of 105 CZK for each working day (full tax covered by company); Car Allowance; MultiSport Card. Find out more about Novartis Business Services: <https://www.novartis.cz/>

#### 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>

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>

#### Accessibility and accommodation:

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

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  
Operations

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.

Alternative Location 1  
Prague, Czech Republic

Functional Area  
Technology Transformation

Job Type  
Full time

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Employment Type  
Regular

Shift Work  
No

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