

Head DDIT EXP Design

Job ID
REQ-10063544

10月 06, 2025

Spain

摘要

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

This role is based in Prague or Barcelona or Hyderabad. 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 Design 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 Design is responsible for driving human-centered design initiatives across Data, Digital & IT (DDIT) platforms, applications, content, and service journeys. This role prioritizes user

needs and ensures the creation of intuitive, seamless, and engaging solutions that address pain points, enhance service interactions, and improve overall user experience. Leading a talented team of designers and specialists, the Head DDIT EXP Design will establish a cohesive approach to the design process, develop user journeys and workflows, and implement design systems that ensure consistency across all tools and services while aligning with organizational goals.

Please note this role may require some occasional travel.

About the Role

Key Responsibilities:

- Human-Centered Design Leadership: Champion and advocate for human-centered design principles across all DDIT tools, platforms, and service workflows.
- User Journey Mapping: Map end-to-end customer journeys and identify pain points, opportunities, and improvements to enhance service interactions and interfaces, in coordination with the Research & Insights team
- Experience Design Execution: Design and optimize user journeys, interfaces, content, and workflows to provide seamless and effective service experiences.
- Design Systems Development: Responsible of crafting, maintaining, and iterating the design system's visual, interaction, and usability standards, ensuring all components are user-centered, accessible, and aligned with organizational branding and design principles, and coherent across DDIT tools and platforms.
- Collaboration & Stakeholder Engagement: Partner with research, development, and strategy teams to identify opportunities and implement solutions aligned with organizational priorities.
- Team Leadership: Guide and mentor, a multidisciplinary team of designers and experience specialists, fostering creativity, innovation, and collaboration.
- Performance Monitoring: Continuously evaluate and refine design initiatives to ensure measurable improvements in user experience, engagement, and satisfaction.

Essential Requirements:

- Bachelor ' s or master ' s degree in UX Design, Product Design, Interaction Design, or other relevant fields.
- 8+ Years of experience in EXP design
- Advanced knowledge of design tools, systems, and methodologies (e.g. design systems, prototyping, customer journey mapping), with experience integrating IT Portfolio Management expertise into design processes, ensuring tools, technologies, and workflows align with broader IT and business investment strategies.
- Expertise in human-centered design practices, prioritizing user needs and translating them into actionable solutions; Continuous improvement mindset, focusing on evolving design practices to meet changing user needs and business objectives.
- Experience aligning design initiatives with organizational priorities and long-term goals, embedding Service Delivery principles into design strategies, ensuring end-to-end excellence in the user experience while driving scalability and measurable value.

- 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.
- Strong ability to partner and build rapport across research, design, development, and strategy teams, with good Stakeholder Management, effectively engaging and aligning internal and external stakeholders to drive impactful design initiatives, and promoting Operational Excellence by ensuring seamless collaboration across cross-functional teams.
- Excellent communication and presentation skills, with the ability to present ideas and designs effectively to diverse audiences, and translating technical and creative concepts into actionable narratives; Fluent in English (both written and verbal); Proficiency in additional languages relevant to organizational regions is preferred.

Desirable requirements

- Certifications in Design Thinking, Human-Centered Design, or methodologies like Agile/Lean UX are advantageous.

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 Vía

Company / Legal Entity

ES06 (FCRS = ES006) Novartis Farmacéutica, S.A.

Alternative Location 1

Hyderabad (Office), India

Alternative Location 2
Prague, Czech Republic

Functional Area
Technology Transformation

Job Type
Full time

Employment Type
Regular

Shift Work
No

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