

Head DDIT EXP Enablement & Adoption

Job ID
REQ-10063547

10月 06, 2025

Spain

摘要

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

This role is based in 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 Enablement & Adoption 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 Enablement & Adoption is responsible for ensuring Data, Digital & IT (DDIT) solutions are adopted effectively and sustainably by driving awareness, training, onboarding, and user engagement. This role champions user enablement by fostering advocacy, collaboration, and

feedback mechanisms that help integrate DDIT tools seamlessly into workflows, while addressing user needs and driving ongoing adoption strategies. It also leverages strategic communication as a core enabler to support the value proposition of DDIT tools/applications/services.

Through leadership of a specialized team, the Head DDIT EXP Enablement & Adoption delivers structured programs and strategies to support users, builds change agent networks, and enables localized and scalable solutions that ensure long-term impact and alignment with organizational goals. It also ensures the creation of strategic and impactful communication frameworks.

Please note this role may require occasional travel.

About the Role

Key Responsibilities:

- **Strategic Communications Leadership:** Establish communications as a strategic pillar for driving awareness and engagement across the organization. Develop and oversee communication strategies that clearly articulate the value of DDIT solutions to diverse audiences across the organization, tailoring messaging to highlight relevance, impact, and user benefits.
- **Enablement Leadership:** Develop and lead strategies to drive awareness, training, and onboarding, ensuring users have the tools and resources needed to adopt DDIT solutions effectively; lead a multidisciplinary Enablement & Adoption team
- **Adoption Programs:** Responsible for driving adoption and enablement of all DDIT tools and services across diverse geographies and user groups. Build sustainable adoption mechanisms, such as change agent networks, localized advocacy strategies, and feedback loops, to foster long-term engagement.
- **Communications Framework Development:** Establish and maintain consistent, scalable communications frameworks to support transparency and alignment within the team, across the DDIT function, and throughout the broader organization. Facilitate regular updates, highlight value delivery, and champion DDIT 's role in driving innovation and productivity.
- **Cross-functional Collaboration:** Partner with service teams and organizational stakeholders to ensure DDIT tools are properly integrated into users ' workflows and processes.
- **Training & Onboarding:** Develop and deploy onboarding programs and user-friendly training initiatives tailored to diverse user demographics and needs.
- **Community Building:** Foster vibrant user communities that engage through ambassador networks, forums, events, and platforms designed to amplify advocacy, peer support, and feedback sharing.
- **Localization:** Ensure enablement and adoption strategies are adapted to different regions, languages, and cultural contexts for maximum accessibility and inclusiveness.
- **Continuous Improvement:** Gather feedback, monitor adoption rates, and adjust strategies and mechanisms to maximize impact and user satisfaction.

Essential Requirements:

- Bachelor ' s or master ' s degree in Change Management, Communications, User Experience, Organizational Development, or a related field.

- Strong user engagement domain expertise, with deep understanding of strategies and mechanisms to foster user awareness, engagement, and adoption.
- Track record of developing scalable, user-friendly training and onboarding programs that drive engagement and proficiency.
- People management skills, with experience leading a multidisciplinary team of enablement and adoption specialists, driving innovation and collaboration
- Solid track record leading change management initiatives and ensuring adoption of new processes, tools and technologies across diverse user groups
- Skilled in adapting strategies to diverse cultural and linguistic contexts for maximum effectiveness.
- Knowledge of System Integration and IT Management practices to ensure alignment of change initiatives with overall technology and business goals.
- Ability to work cross-functionally with IT stakeholders, service teams, designers, and strategists to ensure seamless workflows and impactful adoption initiatives.
- Continuous improvement mindset with expertise in refining strategies based on data-driven insights and user feedback to maximize impact, ensuring solutions are sustainable and scalable across the organization.
- Excellent communication and presentation skills, with experience tailoring communication to diverse audiences, ability to simplify complex technology strategies and presenting them to support user engagement and adoption; Fluent in English (both written and verbal); Proficiency in additional languages relevant to organizational regions is preferred

Desirable requirements

- Certifications in change management, user adoption frameworks, or training development methodologies are highly desirable.

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.

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>

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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

Functional Area
Technology Transformation

Job Type
Full time

Employment Type
Regular

Shift Work
No

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