

Associate Director, Delivery Enablement

Job ID
REQ-10063781

10月 01, 2025

Mexico

摘要

The AD, Delivery Enablement role is pivotal for overseeing priority IMO initiatives, ensuring projects are strategically aligned, properly prioritized, and delivered as per planned cost and time with quality. Lead cross-functional teams, govern operational, creative excellence process & standards adherence, maintain flexibility to adapt to evolving demands, and drive collaboration to achieve high-quality, on-strategy outcomes that support organizational goals.

The team member for assigned TA/brands will act as change agent for new process/model/tool implementation and govern the adoption of established delivery guidelines, process, new ways of working with external agency partners and internal cross functional teams. Enable stronger partnership with Marketing Strategy, CXP&O, Content Lab, CoE 's, DDIT, MarTech Product, Demand, Agency management, external agency stakeholders and ensure the marketing plans are successfully executed as per the defined guidelines, process, operating model, cost and timelines.

About the Role

- Establish stronger delivery governance practice in compliance to US focused standards, process, through stronger collaboration with Marketing Strategy, Customer Experience Planning & Optimization, COEs, and MAP operations to ensure the marketing plans are successfully executed with quality
- Lead and manage operational team members' performance, quality of work, and ensure the team members are delivering as per the requirements
- Implement training and onboarding procedures for team members on new strategy / new process / new ways of working, and drive high performance
- Be the operational partner to proactively suggest improvements in US promotional material execution and MLR review & approval process.
- Identify operational challenges and mitigate solutions by enabling active collaboration with internal & external stakeholders
- Monitor and track Agency KPIs and execution KPIs. Review prioritized KPIs and provide recommendations for improvements
- Responsible for execution, monitoring, and analysis of the agreed tactical plans and are activated as per the established guidelines and process
- Lead integrated project delivery governance with internal and external agency partners for accurate delivery execution and demand forecast
- Design and execution of daily execution review reports to understand and communicate outcomes, identify trends, and suggest opportunities for improvements in process and operating models
- Work closely with cross functional team and support agency transitions
- Drive the adoption of new process/platforms with internal cross functional team and external agency partners to achieve operational and creative excellence objectives
- Critical evaluate and lead tactical plan reviews and approvals to ensure alignment with strategic objectives and resource.
- Review tactics and budget reallocations, ensuring marketing approval and compliance in the project module.
- Drive delivery execution consistency with agency partners and internal COEs

Key Performance Indicators

- Process compliance, efficiency and repeatability
- On-time and quality delivery
- Resolve and mitigate issues in a timely manner.
- Internal user (brand team) satisfaction
- Consistency and speed of delivery and execution of marketing activities/tactics
- Financial and budgeting efficiency

Education

- Bachelor's degree in related field is required; Master of Science and/or MBA preferred

Languages

- Fluent English

Experience Skills & Qualifications

- 10+ years of experience in Commercial Operations, Sales and Marketing, with multi-functional experience in Pharmaceutical or Biotech industries or relevant consulting
- Led and implemented Commercial and/or Marketing Operations best practices, process, operating models & technology platforms for efficient operation in pharmaceutical or

consumer industry

- Proven track record in managing end to end marketing strategy & plan execution including campaign planning/execution, content development, approval and deployment and optimization
- Thorough knowledge and implementation experience of MLR standards and process to successful support marketing execution
- Demonstrated experience in a networked organization with high degree of cross functional stakeholder management
- Experience in managing agencies, vendors, and third-party partners to drive process change and ensure projects are delivered on time and within budget and ensuring quality
- Effective cross functional team player, demonstrating achievement of common goals
- Understanding of pharmaceutical-specific marketing tech, CRM platforms, and digital tools to streamline workflows and maintain compliance

Skills & Qualifications

- Ability to successfully manage multiple projects simultaneously, communicating effectively with stakeholders and prioritizing to deliver high-quality work within deadline
- Ability to collaborate effectively with other team members as well as work independently and autonomously
- Strong problem-solving skills with experience overcoming ambiguity and strong analytical skills to translate both qualitative and quantitative data into opportunities for action
- Proficiency in program/ multi-project management, governance and decision-making,
- Excellent presentation, interpersonal, verbal and written communication skills with aptitude in fostering long-term relationships
- Relevant program mgmt experience in managing large enterprise programs & teams across functions & locations in matrix structure
- Familiarity with and adaptability to new-generation technologies and trends (Gen AI and Agentic AI) is an added advantage

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部门
US

Business Unit
Universal Hierarchy Node

地点
Mexico

站点
INSURGENTES

Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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