

Manager - Field Operations

Job ID
REQ-10064427

10月 15, 2025

India

摘要

Lead the design, execution, and optimization of call plans for the field force using call planning tools. This role is pivotal in aligning strategic business objectives with data-driven insights, ensuring effective customer engagement and resource allocation across therapeutic areas.

About the Role

Job Title: Manager (Field Excellence Operations)

Location: Hyderabad

Key Accountabilities

- Call Plan Strategy & Execution: Drive the implementation and refinement of call plans using

call planning tool and stakeholder inputs. Prepare timelines and ensure alignment with brand strategy and field force deployment goals

- Stakeholder Engagement: Collaborate with cross-functional teams including Sales, Marketing, IT, and Data Science to translate business needs into actionable analytics solutions
- Tool & Platform Management: Oversee the use of platforms like ZAIDYN for call planning, ensuring data integrity, timely updates, and effective utilisation by field team
- Performance Monitoring: Track and analyse field force performance against call plan targets. Identify anomalies, gaps, and optimisation opportunities using tools like Power BI or Excel
- Reporting & Insights: Deliver clear, compelling insights through dashboards and presentations to senior leadership. Support strategic decision-making with robust data narratives
- Compliance & Governance: Ensure adherence to internal controls, data governance standards, and compliance frameworks

Experience & Qualifications

Education:

- Advanced degree in Business Analytics, Statistics, Engineering, Life Sciences, or related field

Experience:

- 5+ years in pharmaceutical analytics, with 2+ years in SFE domain
- Proven experience in call planning, field force strategy, and omnichannel engagement.
- Hands-on expertise with ETL tools, data visualization tools, Javelin, ZAIDYN, and commercial databases

Skills:

- Strong analytical and storytelling capabilities.
- Proficiency in Excel, PowerPoint, SQL, and dashboard tools.
- Ability to manage multiple projects and priorities independently and collaboratively.

Key Performance Indicators (KPIs)

- Accuracy and timeliness of call plan delivery and updates.
- Field force adoption and engagement with call plans.
- % of targets added, deleted, or modified during refinement cycles
- Impact of call plans on customer engagement and sales performance.
- Quality and usability of dashboards and reporting tools.
- Stakeholder satisfaction and feedback on analytics support.

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

International

Business Unit

Universal Hierarchy Node

地点

India

站点

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

Accessibility and accommodation

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

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



Job ID
REQ-10064427

Manager - Field Operations

[Apply to Job](#)

Source URL:

<https://www.novartis.com.cn/careers/career-search/job/details/req-10064427-manager-field-operations>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Hyderabad-Office/Manager---Field-OperationsREQ-10064427-1>
5. <mailto:diversityandincl.india@novartis.com>
6. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Hyderabad-Office/Manager---Field-OperationsREQ-10064427-1>