

Integrated Insights Ops Excellence Manager

Job ID
REQ-10074033

4月 08, 2026

Mexico

摘要

Job Purpose

Ensure the Integrated Insights service line runs with clarity, discipline and efficiency through governance, intake/prioritization, cadence management, quality standards and vendor coordination—enabling consistent delivery of high-impact insights to TAs/V&A and seamless interface with DAP.

About the Role

Job Dimensions

Financial responsibility: Oversees spending on insight-related vendors, assists with budget preparation, and maintains SLA compliance.

Decision making: Owns intake triage, delivery cadences and quality gates; recommends resourcing and vendor utilization.

Stakeholders: TAs/V&A, Finance, BSI/International Insights Ops, DAP, vendors, Customer Excellence.

Impact on the organization

Reduces duplication and cycle delays by standardizing ways of working, ensuring on-time delivery, and improving stakeholder confidence in insight outputs.

Major Accountabilities

- Intake, backlog management, SLAs, and delivery calendar for BR/QBR/forecast cycles.
- Standard templates (briefs, insight packs), QA checks and documentation; ensure reuse of knowledge assets before new studies.
- Vendor operations: performance tracking, contracting support, milestones, budget adherence.
- Cross-pillar coordination with DAP for handoffs and dependencies.
- Gather & develop strategic insights & guidance to drive strategic decisions

KPIs

- On-time delivery %, stakeholder NPS, lead time, reuse rate of existing research, vendor SLA adherence.
- Conduct deep-dive analyses using internal and external sources to assess market dynamics, competitive positioning, and performance benchmarks and execute other Value & Access metrics for deep-dive as needed.
- ICE CCPD dashboard management (Content & Campaign Performance Dashboard)
- Incorporate efficiency by ensuring existing insights from international research via KM platform (Sherlock) are utilized before conducting PMR

Ideal Background

Education: Business, Life Sciences, Economics, Engineering, Data/Analytics or related.

Languages: English + local language desirable.

Experience/Professional Requirement:

- Ops excellence / PMO / analytics operations; experience coordinating vendors and cross-functional rhythms in regulated environments.
- Solid experience in integrated insights, analytics, market research, data, digital platforms or performance reporting, preferably within pharma, healthcare or other regulated industries
- Hands-on experience translating business questions into insights, dashboards, analytics outputs or platform requirements.
- Strong stakeholder management skills, with the ability to work effectively with Commercial, Medical, V&A, Finance, IT/DAP, and external vendors.
- Ability to communicate insights clearly and deliver decision-ready outputs for different audiences.

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部门

International

Business Unit

General Management

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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sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true,
showSpeedMenu: false }, css : "/modules/custom/arcticnckalturaaddon/css/kalturavideo.css",
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] }; // Check and add plugins only if they exist if
(KalturaPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(KalturaPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", //
Default: bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default:
alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled:
false, printDisabled: false, disable: true }; } if (KalturaPlayer.plugins["preventSeek"]) {
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config.plugins.floating = { disable: true }; if (KalturaPlayer.plugins["navigation"]) {
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[]; if (KalturaPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {};
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config.plugins.googleTagManager.customEventsTracking.custom = [];
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false, playlistEvents: false, castEvents: false } }; }

```

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kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1_dgfvmafo"}); } catch (e) { console.error(e.message) }

```

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