NOVARTIS

Customer Excellence & Capability Building Manager

Job ID
REQ-10077047

六月 22, 2026

Slovakia

摘要

#LI-Hybrid
Location: Bratislava, Slovakia

Relocation Support: This role is based in Bratislava, Slovakia. Novartis is unable to offer relocation support: please only apply if accessible.

The Customer Excellence & Capability Building Manager leads an integrated execution and learning engine for the country organization. The role combines customer engagement execution excellence with capability building and learning governance, ensuring strategies are translated into high-quality omnichannel execution and that teams are equipped with future-ready capabilities. This role orchestrates end-to-end customer engagement and designs, localizes, and deploys industry-leading capability programs across Marketing, Sales, Value & Access, and Medical Affairs, ensuring consistency, compliance, and measurable business impact.

About the Role

Key Responsibilities:

- Lead end-to-end activation and execution of omnichannel customer engagement across CRM, SFMC, and related platforms, ensuring alignment with global OCE/OMC standards and execution quality requirements.
- Govern validated omnichannel customer journeys, content tagging, FUSE, and MLR processes to ensure compliant, high-quality, and measurable engagement execution.
- Oversee planning, logistics, vendor coordination, and speaker management for HCP meetings, congresses, and internal cycle meetings, ensuring cost-efficient and compliant execution.
- Orchestrate Integrated Commercial Excellence (ICE) ways of working, Launch Readiness Reviews, and handshake workshops to ensure successful launches and cross-functional alignment.
- Implement Dynamic Resource Optimization (DRO) frameworks, including AI-driven call planning, to optimize field force deployment and resource efficiency.
- Ensure disciplined execution of One-Brand-Plan governance, milestones, metrics, and Marketing Excellence standards in close partnership with brand and capability teams.
- Lead patient and payer engagement execution by deploying patient activation frameworks and ensuring governance excellence across patient services and support programs.
- Act as the country voice of learning by assessing cross-functional capability needs and aligning the local capability roadmap with international learning strategies and priorities.
- Localize and deploy global capability programs across Marketing, Sales, Medical Affairs, and Value & Access, ensuring learning effectiveness, governance, and quality assurance.
- Manage learning vendors and budgets, monitor adoption and proficiency lift, and track business impact and ROI of capability initiatives.

Requirements:

- University degree with fluent English proficiency; additional local language skills (Slovak) required, combined with several years of experience in customer excellence, commercial excellence, capability building, or learning and development.
- Proven track record in omnichannel execution, launch excellence, and delivery of scalable capability programs across commercial and medical functions.
- Strong experience with CRM systems, marketing automation platforms, learning technologies, and performance analytics.
- Solid understanding of governance, compliance, MLR processes, and execution quality standards in a regulated industry.
- Strong stakeholder management skills with the ability to operate across Marketing, Sales, Medical Affairs, and Value & Access.
- Ability to translate strategy into practical execution frameworks with measurable business impact.
- Experience managing external vendors, budgets, and ROI tracking for execution and learning initiatives.
- Demonstrated capability to drive adoption, behavior change, and continuous improvement through structured enablement programs.

Benefits & Rewards

- We offer minimum of 41.360 EUR EUR annually along with annual bonus.
- Monthly pension contribution matching your contribution up to 3% of your gross monthly base salary
- Risk Life Insurance (full cost covered by Novartis)
- 1 week holiday 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 SK for 500 EUR per year
- Meal vouchers of 7 EUR each working day (full tax covered by the company)
- MultiSport Card contribution

Commitment to Diversity and Inclusion / EEO paragraph:

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

https://talentnetwork.novartis.com/network

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

Benefits and Rewards: Learn about all the ways we ' ll help you thrive personally and professionally. Read our handbook (PDF 30 MB)

Primary location salary range
€ 36,190.00 - € 67,210.00

部门
International

Business Unit
General Management

地点
Slovakia

站点
Bratislava

Company / Legal Entity
SKA2 (FCRS = SK002) Novartis s.r.o

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId: "kalturaplayer6ae0aa678e715950988064", provider: { widgetId: "10m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop: false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [{ presets: ['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get: kPlayer.ui.components.Remove }] } }; // Check and add plugins only if they exist if (kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if (kPlayer.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 (kPlayer.plugins["preventSeek"]) { config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; } config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if

(kPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; } if (kPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if (kPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if (kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if (kPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {}; config.plugins.googleTagManager.customEventsTracking = {}; config.plugins.googleTagManager.containerId = 'GTM-57RJQ5'; config.plugins.googleTagManager.customEventsTracking.custom = []; config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents: false, playlistEvents: false, castEvents: false } }; }

// Ensure the global player registry array always exists, regardless of embed type. window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise = thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() returns a Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to capture the player directly. thumbEmbedPromise .then(function(player) { window.kalturaPlayerVideos.push(player); // Notify kaltura-datalayer.js that a new player is ready so it can // attach custom event listeners immediately, regardless of when // the user clicked the thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', { detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) { console.error(e.message) }

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