

Field Excellence Head

Job ID
REQ-10077391

5月 07, 2026

Canada

摘要

The Field Excellence Head plays a critical role in driving field performance and operational excellence across Commercial and Value & Access teams. This position establishes a unified, data-driven framework for incentive design, territory excellence, and KPI management, ensuring strong alignment with strategic brand priorities, go-to-market models, and access strategies. The role partners cross-functionally to enable high-impact decision-making and elevate field execution across the organization

About the Role

Location: Toronto, #LI-Hybrid

This role is based in Toronto. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

This job posting is for an existing position

Key responsibilities:

- Lead the design, governance, and execution of commercial incentive schemes and field performance frameworks.
- Establish and maintain standardized KPIs, dashboards, analytics, and reporting for Commercial and Value & Access teams.
- Drive territory design, alignment, and optimization to maximize field force effectiveness.
- Provide data-driven insights and recommendations to improve sales performance and access field metrics.
- Partner with CRM and field system owners to define business requirements and support implementation across teams.
- Support go-to-market strategies for launches, including field force sizing and deployment models.
- Ensure alignment of field KPIs and access metrics with global and local brand strategies.
- Manage external benchmarking and data acquisition to inform field performance improvements.
- Foster a culture of high performance, coaching, and continuous development across the team.

Essential Requirements:

- Bachelor ' s degree in bioscience, engineering, business, or related field
- Minimum 8 years of experience in pharma/biotech commercial operations, including experience in Field or Commercial Excellence.
- Proven experience designing and managing incentive schemes, including payout modeling and performance diagnostics.
- Strong expertise in territory design, targeting, segmentation, and field deployment analytics.
- Experience leading high-performing teams and driving cross-functional collaboration.
- Hands-on experience with CRM systems (e.g., Veeva) and BI tools (e.g., Power BI, Tableau).
- Strong analytical skills with knowledge of data governance, compliance, and industry standards.
- Fluent English; additional local language is a plus.

At Novartis Canada, we are determined to be a valued partner and advocate, with a deep understanding of patient needs along the entire care journey - from drug development, to diagnosis, to access and beyond. Part of the way we are doing this is by leveraging data, technology, and partnerships.

Research & Development: we focus on four core therapeutic areas: Cardiovascular, Renal & Metabolic, Immunology, Neuroscience and Oncology. We also develop and deliver treatments through other promoted and established brands, which today are helping millions of patients. Over the last three years, our average annual research and development investment in Canada was over

\$30 million, and we conduct clinical trial research in every region throughout Canada.

Commitment to Diversity and Inclusion: Novartis is committed to building outstanding, inclusive work environment and diverse team ' s representatives of the patients and communities we serve.

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 \(PDF 30 MB\)](#)

部门

International

Business Unit

Strategic Planning & BD&L

地点

Canada

站点

Toronto

Company / Legal Entity

CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.

Functional Area

Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

```
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'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
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false, playlistEvents: false, castEvents: false } }; }
```

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media. kalturaPlayer.loadMedia({entryId: "1dgfvmafo"}); } catch (e) { console.error(e.message) }
```

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