

Medical Field and Customer Excellence Manager

Job ID
REQ-10077827

6月 01, 2026

Poland

摘要

#LI-Hybrid
Location: Warsaw, Poland

Relocation Support: Novartis is unable to offer relocation support: please only apply if accessible.

The Medical Field and Customer Excellence Manager supports translating medical strategy into high-quality execution. The role drives Medical Excellence, strengthens governance and compliance processes, and enables consistent, impactful field and customer-oriented medical activities at country level. It sets the Medical Excellence agenda, aligns measurement and metrics frameworks to Field Medical needs, shapes capability building in partnership with Evidence & Excellence teams, and ensures operational, process, and execution excellence across Field Medical activities.

About the Role

Key responsibilities

- Translate therapeutic area priorities into country-level Medical Excellence strategies, aligned to Field Medical needs, governance requirements, and regional frameworks.
- Lead the adaptation, alignment, and implementation of Medical Excellence measurement frameworks and KPIs (e.g., BEST, ALPER, segmentation, STEM) across therapeutic areas.
- Act as a strategic connector between Therapeutic Areas, Evidence & Excellence, Regional Field Medical Excellence, and IMACE to ensure harmonization and aligned execution.
- Drive cross-therapeutic area harmonization of processes, planning, and ways of working to strengthen quality, compliance, and Field Medical performance.
- Enable measurement, reporting, and insights generation for Field Medical KPIs, ensuring data-driven planning and continuous performance tracking.
- Orchestrate and support country-level deployment of Medical Excellence and execution projects (e.g., IMEx), including CRM, OnCore, and MEEP activation.
- Ensure content readiness through scientific adaptation, localization, tagging, and MLR approval.
- Support Medical customer and field excellence through operational coordination of meetings, events, speaker management, and compliant engagement processes.
- Drive capability building strategy for Field Medical teams, harmonizing needs across therapeutic areas and evaluating impact of learning initiatives.
- Lead simplification and continuous improvement of Medical operational processes, documentation, and AI-enabled execution tools.

Requirements

- Scientific university degree (BA or equivalent, preferably life sciences), fluent English and local country language, with a minimum of 4 years' relevant experience in Medical Affairs, Medical Excellence, MSL, Medical Operations, or related roles.
- Strong ability to translate medical strategy into executable, measurable plans supporting Field Medical execution.
- Experience working with Medical Excellence metrics, dashboards, and measurement frameworks.
- Solid analytical and structured problem-solving skills, with the ability to interpret scientific evidence and derive actionable insights.
- Excellent communication, stakeholder management, and influencing skills across cross-functional and regional teams.
- Experience supporting or coordinating capability building, training, or development programs is an advantage.
- High attention to quality, compliance, and governance within medical and scientific activities.
- Proficiency in digital documentation, collaboration, and activity tracking tools (e.g., SharePoint, CRM platforms).

Rewards

At Novartis, we're committed to reimagining medicine together - and rewarding the people who make it happen.

Expected Annual Base Salary Range for role:

- Poland: PLN 213,900 - 397,300

The salary offered is determined based on gender-neutral objectives, such as relevant skills, competencies and experience in accordance with the Novartis pay setting policy and upon joining Novartis will be reviewed periodically.

The rewards of being part of our team go far beyond base pay and incentives. We also offer a variety of competitive benefits in kind to help you thrive personally and professionally, such as insurance plans, retirement plans, wellbeing resources and global recognition programs. In addition, we provide flexible and hybrid working options, where possible, and minimum 14 weeks paid parental leave.

You will be eligible for a company vehicle or a car allowance in accordance with the applicable local Novartis policies and guidelines.

Pay equity is a fundamental principle of our employment policy and reflects our commitment to create a diverse, equitable and inclusive environment that treats all employees with dignity and respect, as outlined in our Code of Ethics.

Read our brochure to learn more about our global total rewards offering:

<https://www.novartis.com/sites/novartiscom/files/novartis-life-handbook.pdf>

Note: Benefits and compensation may vary by country and are subject to local legal requirements, including provisions of collective bargaining agreements where applicable. A full overview of your compensation package, including any relevant collective bargaining agreement details applicable to your role based on your employment location and Novartis employer entity, will be communicated separately to you during the application process.

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.

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
z ł 213,900.00 - z ł 397,300.00

部门
International

Business Unit
General Management

地点
Poland

站点
Warsaw

Company / Legal Entity
PL03 (FCRS = PL003) Novartis Poland Sp. z o.o.

Functional Area
Research & Development

Job Type
Full time

Employment Type
Temporary (Fixed Term)

Shift Work
No

```
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"1Qm7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause:
false, allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: {},
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"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (KalturaPlayer.plugins["navigation"]) {
config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible:
false }; } if (KalturaPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; }
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(KalturaPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if
(KalturaPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents =
[]; if (KalturaPlayer.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 } }; }
```

```
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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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