

Customer Excellence Head

Job ID
REQ-10079911

6月 08, 2026

United Kingdom

摘要

#LI-Hybrid

As Customer Excellence Head, you will act as the execution engine for customer engagement success, ensuring best-in-class omnichannel orchestration, launch readiness, and content activation. You will drive excellence frameworks (ICE, IpEx, DRO) and enable high-impact customer journeys that improve engagement quality and business performance.

About the Role

Key responsibilities

- Lead omnichannel content activation and customer journey orchestration across CRM and marketing platforms

- Ensure readiness and execution of launch excellence processes including LRR
- Drive implementation of ICE, IpEx and DRO frameworks across teams
- Oversee meetings, congresses, and events logistics, vendors, and budget management
- Enable AI-driven field force planning and resource optimization
- Ensure One Brand Plan milestones and marketing excellence standards are executed
- Orchestrate patient and payer engagement frameworks across channels
- Partner with cross-functional stakeholders to enhance customer engagement and performance
- Ensure compliance, governance, and KPI tracking across all activities

Essential Requirements

- University degree in bioscience or business; advanced degree preferred
- 8-12+ years in customer excellence, commercial excellence or omnichannel roles in pharma
- Strong experience with CRM, marketing automation, and omnichannel orchestration
- Proven leadership experience managing cross-functional teams
- Experience in launch readiness and execution excellence
- Strong stakeholder management and communication skills
- Knowledge of compliance and regulatory environment
- Fluent in English; local language desirable

Why Novartis

We are reimagining medicine to improve and extend people's lives. Join us to make a meaningful impact on patients while working in a collaborative, innovative environment.

Commitment to Diversity & Inclusion: 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 \(PDF 30 MB\)](#)

部门
International

Business Unit
General Management

地点
United Kingdom

站点
London (The Westworks)

Company / Legal Entity
GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

```
var config = { targetId: "kalturaplayer6a27b1063da78361064222", provider: { widgetId:
"10m7rm1pm", 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 }; }
if (KalturaPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if
(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 } }; }
```

```
try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof
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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