

## Associate Director, Customer Success & Business Operations

Job ID  
REQ-10081593

6月 25, 2026

Spain

### 摘要

Our ambition at Novartis is to be a recognized leader in Data, Analytics, AI & Platforms (DAP). Within Marketing Platforms, DAP is setting up a new content platform 's product team to implement and manage platforms which support the end-2-end content journey for international, region and countries (IRC) to support and drive the commercial, medical and value & access activities.

### About the Role

Associate Director, Customer Success & Business Operations

#LI-Hybrid

Location: Barcelona, Spain

Novartis is building a leading Data, Analytics, AI & Platforms capability to transform how content platforms support commercial, medical, value and access activities across international, regional and country teams. Within Marketing Platforms, we are creating a new product team to implement and manage content platforms that enable the end-to-end content journey.

As Associate Director, Customer Success & Business Operations, you will design, run and continuously improve the product operating model across the Content Platforms ecosystem. You will work closely with Data, Analytics, AI & Data Science, CLS, Medical, Value & Access, IRC, S&G, DDIT, BSI and partner teams to scale content platform solutions across the commercial and medical value chain.

### Key Responsibilities

- Own and improve the operating model: Design and continuously enhance ways of working across intake, prioritisation, delivery, release, adoption and support.
- Drive adoption and value: Define and track OKRs and KPIs to ensure content platforms are adopted, used effectively and delivering measurable business impact.
- Lead training and enablement: Create scalable training strategies, playbooks and guidance materials that help users succeed.
- Manage change and rollout: Lead communication, engagement and rollout plans for new features and platform enhancements.
- Bring user feedback into product decisions: Manage feedback and feature request processes, translating insights into backlog inputs and continuous improvement actions.
- Lead and develop teams: Support and coach a multidisciplinary team including regional customer success, analytics, librarian and product operations colleagues.
- Manage budgets and partners: Own the team budget and co-manage relationships with DD&IT, external vendors and service providers.
- Stay current: Keep up to date with emerging thinking and best practices in marketing platforms and content operations.

### Minimum Requirements

- Degree qualification in business, technology or related field.
- 5+ years of experience in a product development team and operations management and execution.
- 3+ years of experience managing and coaching people.
- Strong process, project management and stakeholder management skills.
- Experience working across cultures, regions and time zones.
- An interest in marketing platforms, content operations and digital transformation.

### Benefits & 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: 70,000.00 - 130,000.00 EUR Annual

The base 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.

In addition to your base salary, you may be eligible for a performance-based bonus depending on certain performance parameters.

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.

In addition to your base salary, you may be eligible for a performance-based bonus depending on certain performance parameters. Long-term equity awards granted at group level may also be part of your package. Further details will be provided during the application process.

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/novartis.com/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

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: Read our handbook to learn about all the ways we 'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

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Primary location salary range  
€ 70,000.00 - € 130,000.00

部门  
International

Business Unit  
Marketing

地点  
Spain

站点  
Barcelona Gran V í a

Company / Legal Entity  
ES06 (FCRS = ES006) Novartis Farmac é utica, S.A.

Functional Area  
Marketing

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6a3d12e30ce17272630537", 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 kalturaPlayer =
kPlayer.setup(config); // Add the player to the global array.
window.kalturaPlayerVideos.push(kalturaPlayer); // Load the Player for other media.
kalturaPlayer.loadMedia({entryId: "1dgvfmafo"}); } catch (e) { console.error(e.message) }
```

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