

Field Excellence Head

Job ID
REQ-10081825

7月 08, 2026

United Kingdom

Available in: English

摘要

#LI-Hybrid

Work Arrangement: Hybrid Working

Location: London (The Westworks), United Kingdom

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

The Field Excellence Head drives field performance and operational excellence across Commercial and Value & Access teams through data-driven frameworks, incentive design, and performance management. This role ensures alignment between field execution, brand strategy, and access priorities. Acting as a key partner to senior stakeholders, the position enables optimized field force effectiveness and consistent delivery of strategic objectives.

About the Role

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The Field Excellence Head is responsible for leading field performance strategy and execution excellence across Commercial and Value & Access functions.

This role establishes standardized approaches to field KPIs, incentive schemes, territory design, and go-to-market execution. The position works closely with cross-functional stakeholders, including Therapeutic Area and Value & Access leaders, to ensure field operations are aligned with business priorities, regulatory requirements, and global standards. The role also drives continuous improvement in sales force effectiveness through analytics, insights, and capability development.

Key Responsibilities

- Define and implement standardized field KPI frameworks, dashboards, and reporting to support performance management
- Lead design, governance, and execution of commercial incentive schemes and Value & Access field metrics
- Monitor and analyze field performance, providing actionable insights and recommendations to senior stakeholders
- Oversee territory design, alignment, and optimization across Commercial and Value & Access teams
- Support development of go-to-market strategies, including field force sizing, structure, and deployment models
- Collaborate with CRM and field system owners to ensure effective implementation of tools and analytics capabilities
- Align field KPIs and incentive structures with brand strategy, access priorities, and international standards
- Maintain and analyze healthcare decision-maker and target account data to support stakeholder engagement strategies
- Drive continuous improvement through benchmarking, analytics, and performance diagnostics
- Lead and develop high-performing teams, fostering a culture of accountability, collaboration, and excellence

Essential Requirements

- University degree in biosciences, business, engineering, or a related field
- Significant experience in pharmaceutical or biotech commercial operations
- Proven experience in sales force effectiveness, field excellence, or commercial excellence leadership roles
- Experience designing and managing sales incentive schemes and performance frameworks
- Strong understanding of territory design, call planning, and field force deployment strategies
- Experience working with CRM systems and business intelligence tools
- Strong analytical and data-driven decision-making capabilities
- Proven ability to influence and collaborate with cross-functional stakeholders

Rewards

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

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 a minimum of 14 weeks paid parental leave.

Expected Annual Base Salary Range for role:

- London: 71,300 - 132,470 GBP Annual

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.

In addition to your base salary, you may be eligible for a performance-based bonus depending on certain performance parameters. 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/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: 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
£ 71,330.00 - £ 132,470.00

部门
International

Business Unit
Marketing

地点
United Kingdom

站点
London (The Westworks)

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

Functional Area
Sales

Job Type
Full time

Employment Type
Regular

Shift Work
No

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6a4f9b66ee37d803426659", 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
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(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_data_layer.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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