

Customer Excellence Process Manager

Job ID
REQ-10082192

十月 19, 2026

Australia

摘要

At Novartis, our purpose is to reimagine medicine to improve and extend people's lives. We are looking for a Customer Excellence Process Manager to join our team in a newly created role that will play a key part in strengthening how we deliver launch readiness, customer engagement and marketing excellence across the business.

The Customer Excellence Process Manager is responsible for enabling superior customer and patient experience by orchestrating, standardising, and continuously improving end-to-end commercial excellence processes.

Operating within Execution Excellence (EE), the role drives the effective deployment of frameworks, marketing and launch excellence rhythms, and cross-functional ways of working—ensuring clarity, consistency, and high-quality execution across teams.

Through strong governance, project management, performance insights, and stakeholder alignment, the role enables business functions to translate strategy into disciplined, insight-driven execution.

About the Role

- Drive One Brand Plan / marketing planning cadence, ensuring timelines, governance, and quality standards
- Ensure strong strategy-to-execution translation (clear KPIs, ICE alignment, measurable outcomes)
- Continuously improve marketing processes, frameworks, and tools
- Support capability building of marketers (skills, planning, execution excellence) to uplift marketers' capability to be the best in industry and future-proof to changes in external environment (leveraging Marketing Academy executed by Capability Building)
- Lead end-to-end launch planning and execution (pre-launch → launch → post-launch)
- Orchestrate Launch Readiness Reviews (LRR) and governance processes locally
- Monitor launch KPIs, risks, and cross-functional dependencies
- Ensure alignment with global / regional launch frameworks
- Orchestrate and maintain standard ICE (International Commercial Excellence) ways of working, including key steps, governance, roles and responsibilities, and documentation needed for country implementation.
- Coordinate ICE deployment plans and timelines with Therapeutic Area (TA) teams, ensuring alignment with business cycles and local priorities.
- Ensure ICE metrics and dashboards (e.g. ICE Content & Campaign Performance Dashboard, basic ICE KPIs) are integrated into local performance conversations, while ownership of commercial decisions remains with TAs
- Coordinate the schedule and agendas for ICE workshops
- Monitor ICE adoption and process adherence across brands and TAs, identify gaps or issues, collaborate with EE Capability building for planning/executing necessary upskilling & refreshes, and propose concrete improvement actions.
- Plan, orchestrate and document handshakes between TAs, Production Hub, CLS (Commercial & Launch Strategy), Customer Excellence and DAP (Data, Analytics & Platforms) for content creation, localization, tagging and activation, aligned with the Content & Campaign Operations Process Model (CCOPM) where applicable

Experience required:

- 5+ years in Commercial Excellence, Customer Excellence, Marketing Operations, Commercial or similar roles, in pharmaceutical / life - sciences
- Track record in designing and improving end - to - end processes (mapping, simplifying, defining KPIs and governance) across multiple teams.
- Ability to work with data and dashboards to identify process gaps and improvement opportunities
- Awareness of compliance and governance considerations related to promotional and non - promotional activities, patient experience and data usage; able to embed them into processes.
- Excellent communication skills, able to translate complex frameworks and process concepts into clear, accessible guidance and tools for local teams.
- Strong knowledge of compliance and governance in regulated environments
- Ethical mindset and aligned with Novartis values

This is a unique opportunity to shape a newly created role and make a meaningful contribution to how Novartis drives customer excellence, commercial effectiveness, and launch impact.

If you are a marketer or commercial excellence professional who enjoys creating structure, generating insights, improving processes, and enabling teams to deliver measurable business impact, we would love to hear from you.

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

Australia

站点

New South Wales (NSW)

Company / Legal Entity

AU04 (FCRS = AU004) Novartis Pharmaceuticals Australia Pty Ltd

Functional Area

Sales

Job Type
Full time

Employment Type
Regular

Shift Work
No

```
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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"]) {
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false, playlistEvents: false, castEvents: false } }; }
```

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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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