

Head of Supply Chain Management & Customer Service

Job ID
REQ-10085343

8月 12, 2026

Israel

Available in: English

摘要

#LiHybrid
Location: Tel Aviv, Israel.

This role is based in Tel Aviv, Israel. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

The Head of Supply Chain Management and Customer Service Israel is responsible for developing and implementing the country's supply chain strategic, tactical, and operational plans and for ensuring accountability for their execution.

The role aims to optimize supply chain performance, support clear decision-making to ensure the availability of medicines and products, and minimize working capital and costs while maintaining compliance with quality and regulatory requirements.

About the Role

Major accountabilities:

- Ensure effective governance of supply chain processes and alignment of key accountabilities with global supply chain strategies, standards, and procedures, including S&BP (Sales & Business Planning), W&D (Warehouse & Distribution), country demand planning, supply planning, and collaborative planning processes.
- Develop demand and inventory policies by analyzing key supply chain factors. Provide strategic input to short- and medium-term business plans, including financial and volume inventory projections to support decision-making and communicate business implications. Minimize obsolescence costs through effective inventory management and ensure forecasting data is collected, consolidated, and accurately projected.
- Manage logistics, warehousing, and distribution by monitoring 3PL operations, ensuring high customer service levels, controlling warehouse and distribution budgets, and identifying opportunities to improve operational efficiency.
- Lead life-cycle management activities by coordinating and aligning local functions across launches, production transfers, technical life-cycle management projects, manufacturing changes, partnering, divestment, and pruning initiatives.
- Operate a sustainable and effective country-level S&OP (Sales & Operations Planning) process.
- Manage order management activities by ensuring compliant supply chain financial reporting, reconciliation, and monthly and yearly closing. Own the toll reconciliation process and drive continuous improvements in financial reporting and toll reconciliation.
- Oversee distribution channels and customer service. Maintain the contractual framework and follow up with clients.
- Serve as people manager for the supply chain team, overseeing resource allocation, hiring, development, retention, objectives, and targets aligned with business priorities and KPIs. Provide leadership and direction, support team members, and ensure they are qualified, competent, motivated, and working safely and compliantly.

Essential requirements:

- University degree of Supply Chain Management / Science / Economics / Finance / Industrial Engineering.
- At least 5-7 years ' experience in managerial capacity with positions as Head of Supply Chain Management (pharmaceuticals, food, FMCG) or Logistics Manager of a Pharma industry.
- Proven leadership skills.
- Advanced stakeholder management skills.
- Fluent in Hebrew and English.

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 \(PDF 30 MB\)](#)

部门

Operations

Business Unit

Product Supply Chain

地点

Israel

站点

Israel

Company / Legal Entity

IL04 (FCRS = IL004) Novartis Israel

Functional Area

Technical Operations

Job Type

Full time

Employment Type

Regular

Shift Work

No

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6a7c7a5f422db696640461", 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 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) }
```

Job ID
REQ-10085343

Head of Supply Chain Management & Customer Service

[Apply to Job](#)



Job ID
REQ-10085343

Head of Supply Chain Management & Customer Service

[Apply to Job](#)

Source URL:

<https://www.novartis.com.cn/careers/career-search/job/details/req-10085343-head-supply-chain-management-customer-service>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://www.novartis.com/sites/novartiscom/files/novartis-life-handbook.pdf>
3. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Israel/Head-of-Supply-Chain-Management---Customer-ServiceREQ-10085343-2>
4. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Israel/Head-of-Supply-Chain-Management---Customer-ServiceREQ-10085343-2>