

# Integrated Insights Ops Excellence Manager

Job ID

REQ-10074033

Apr 08, 2026

LOC\_MX

## About the Role

### Job Dimensions

**Financial responsibility:** Oversees spending on insight-related vendors, assists with budget preparation, and maintains SLA compliance.

**Decision making:** Owns intake triage, delivery cadences and quality gates; recommends resourcing and vendor utilization.

**Stakeholders:** TAs/V&A, Finance, BSI/International Insights Ops, DAP, vendors, Customer Excellence.

### Impact on the organization

Reduces duplication and cycle delays by standardizing ways of working, ensuring on-time delivery, and improving stakeholder confidence in insight outputs.

### Major Accountabilities

- Intake, backlog management, SLAs, and delivery calendar for BR/QBR/forecast cycles.
- Standard templates (briefs, insight packs), QA checks and documentation; ensure reuse of knowledge assets before new studies.
- Vendor operations: performance tracking, contracting support, milestones, budget adherence.
- Cross-pillar coordination with DAP for handoffs and dependencies.
- Gather & develop strategic insights & guidance to drive strategic decisions

### KPIs

- On-time delivery %, stakeholder NPS, lead time, reuse rate of existing research, vendor SLA adherence.
- Conduct deep-dive analyses using internal and external sources to assess market dynamics, competitive positioning, and performance benchmarks and execute other Value & Access metrics for deep-dive as needed.
- ICE CCPD dashboard management (Content & Campaign Performance Dashboard)
- Incorporate efficiency by ensuring existing insights from international research via KM platform (Sherlock) are utilized before conducting PMR

### Ideal Background

**Education:** Business, Life Sciences, Economics, Engineering, Data/Analytics or related.

**Languages:** English + local language desirable.

**Experience/Professional Requirement:**

- Ops excellence / PMO / analytics operations; experience coordinating vendors and cross-functional rhythms in regulated environments.
- Solid experience in integrated insights, analytics, market research, data, digital platforms or performance reporting, preferably within pharma, healthcare or other regulated industries
- Hands-on experience translating business questions into insights, dashboards, analytics outputs or platform requirements.
- Strong stakeholder management skills, with the ability to work effectively with Commercial, Medical, V&A, Finance, IT/DAP, and external vendors.
- Ability to communicate insights clearly and deliver decision-ready outputs for different audiences.

## Role Requirements

**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 \(PDF 30 MB\)](#)

Division

DIV\_IM

Business Unit

General Management

Location

LOC\_MX

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

FCT\_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

Job ID

REQ-10074033

## Integrated Insights Ops Excellence Manager

[Apply to Job](#)

---

**Source URL:** <https://prod1.jobapi.novartis.com.cn/req-10074033-integrated-insights-ops-excellence-manager>

### List of links present in page

1. <https://prod1.jobapi.novartis.com.cn/req-10074033-integrated-insights-ops-excellence-manager>
2. <https://www.novartis.com/about/strategy/people-and-culture>
3. [https://www.novartis.com/sites/novartis\\_com/files/novartis-life-handbook.pdf](https://www.novartis.com/sites/novartis_com/files/novartis-life-handbook.pdf)
4. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/INSURGENTES/Integrated-Insights-Ops-Excellence-Manager\\_REQ-10074033-1](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/INSURGENTES/Integrated-Insights-Ops-Excellence-Manager_REQ-10074033-1)
5. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/INSURGENTES/Integrated-Insights-Ops-Excellence-Manager\\_REQ-10074033-1](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/INSURGENTES/Integrated-Insights-Ops-Excellence-Manager_REQ-10074033-1)