

# VP Business Excellence & Execution

Job ID

REQ-10075349

Apr 09, 2026

LOC\_CA

## About the Role

Key responsibilities:

- Evolve Customer Exp. & engagement model: Design and execute an integrated customer experience & engagement strategy for TA`s (e.g., multichannel strategy and solutions to enhance customer engagement)
- Future Competitiveness: Drive field force effectiveness, field excellence and operations to harmonize and systemize performance monitoring across all TAs
- Digital Solutions: Localize global digital platforms to develop and implement fit-for-purpose digital solutions to maximize the number of patients for priority brands
- Drive data strategy and governance (incl. AI products) and transform NVS into a data driven decision-making company including external partnerships
- Anticipate future commercial & field capabilities (including agile working methodologies) including drive change and experiment with new ways of working
- Build strong x-functional, agile teams, coach and develop talent: Attract, retain & engage highly capable & diverse talents and build effective teams who consistently deliver. (agile methodologies)
- Navigating Complexity: Focuses on larger, longer-term issues, and creates plans and strategies to shape Assets. Challenges the way things are done Aligns & drives people and organizations around change. Comfortable in navigating the matrix and people related organizational dynamics. Business acumen & insights– Applying deep TA competitive customer (HCP/HCS/Patients) insights & the external marketplace to shape competitive TA strategy

Essential requirements:

- Leading Teams: Direct team leadership experiences (team of min. 10-20 people) and inspiring them to deliver growth/change. And successfully delivered top & bottom-line targets (depending on the mature brand volume/portfolio of the market)
- Strategic Thinking and proven management of larger scale, diverse projects in implementing innovative customer engagement systems, solutions & tools. And innovative business models: Proven experiences of developing innovative commercial models
- Managing Matrix & Collaboration: Proven ability to influence matrix organizations – lead by influence
- Digital Savviness: Experiences as adopter of new technologies and good understanding of digital trends & solutions, technology platform and products.
- Leading Change & Transformation: Experiences in leading change management initiatives

Desirable requirements:

- **Delivering Impact:** Establish credibility & influence across diverse stakeholders and able to navigate in an environment of shared outcomes and cross-business accountabilities. Demonstrates enterprise leadership, balance diverse stakeholders & competing/conflicting priorities to drive results. **Customer engagement:** Implements TA customer specific (digital) engagement channels to deliver customer specific and outcome-oriented content and solutions
- **Leading People:** Creates empowered leaders to execute efficiently, through the layers of organization and across geographies. Creates systematic development across the organization to build teams with diverse perspectives and capabilities to deliver business plans. **Executive communication skills :** Clearly and effectively communicates with senior stakeholders – both internal & external – to align on vision, purpose & goals. Generates trust. builds credibility and drives engagement with people and stakeholders.

## 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>

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Division

DIV\_IM

Business Unit

General Management

Location

LOC\_CA

Site

Toronto

Company / Legal Entity

CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.

Functional Area

FCT\_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

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