

Field Excellence Manager

Job ID

REQ-10077134

Jun 02, 2026

LOC_IE

About the Role

Job Purpose

Drive field performance and operational excellence by enabling robust incentive models, territory alignment and clear KPI frameworks for Commercial field teams. The role ensures field operations are data-driven, compliant, and aligned with international standards, brand priorities and local regulatory requirements.

Major Accountabilities

Field Incentive Design & Governance

- Support the design and operationalization of Commercial field incentive schemes based on international guidance and local workforce planning.
- Prepare decision-making inputs such as scenario models, payout curves and impact analyses for TA and Sales leadership.
- Coordinate with Finance and People & Organization to validate incentive calculations and budget guardrails.
- Liaise with DAP teams and external vendors to integrate benchmarks and data sources into incentive design.
- Partner with CRM and field system owners to support incentive implementation.

Territory Design & Alignment Operations

- Own execution of territory design and alignment processes ensuring accuracy and feasibility.
- Lead territory mapping, rep placement analytics and call plan generation; strategy remains owned by TA .
- Ensure territory changes are fully implemented in systems in partnership with CRM owners.
- Apply International ICE segmentation and targeting standards in territory operations.

Operational Excellence Frameworks

- Drive continuous improvement of incentive and field operations processes.
- Partner with DAP and CRM teams to ensure data, dashboards and AI-enabled tools are adopted by field teams.

Field KPIs & Performance Insights

- Ensure alignment of Commercial KPIs with international and local strategies.
- Integrate ICE KPIs for consistency across execution models.
- Analyze field performance data and translate insights into improvement actions.

Go-to-Market & Field Force Resource Guidance

- Support launch go-to-market design and implementation aligned with international guidance.
- Propose field force size, structure and deployment scenarios
- Support HCP tiering and call planning using ICE and funnel analytics inputs.

Key Performance Indicators

- Timely and high-quality delivery of incentive models and diagnostics.
- Accuracy of incentive calculations with minimal corrections.
- Adoption of field KPIs and dashboards by Commercial leaders.
- Stakeholder satisfaction across Sales, TA, Finance and P&O.

Ideal Background

Education

- University degree in Business, Engineering, Life Sciences, Economics or related field; advanced degree preferred.

Experience & Skills

- Experience in pharma or biotech commercial operations, analytics or field excellence.
- Proven exposure to commercial incentive design and payout modelling.
- Strong analytical skills and experience with CRM, BI and segmentation tools.
- Ability to translate data into actionable insights for leadership decision-making.

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_IE

Site

Dublin (Country President Office (CPO))

Company / Legal Entity

IE02 (FCRS = IE002) Novartis Ireland Ltd

Functional Area

FCT_SA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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