

Digital Innovation & Operation Excellence Lead

Job ID

REQ-10080453

Jun 08, 2026

LOC_CN

About the Role

Digital Innovation Leadership

- Actively engage with senior leaders in TA to identify, assess, and prioritize emerging digital technologies, tools, and solutions that can solve critical business problems or create tangible business value.
- Lead innovation ideation, proof-of-concept development, pilot programs, and scaling of successful digital initiatives.
- Actively engage with key external technology stakeholders, such as Alibaba, Tencent, Bytedance and Ant Group, etc., to explore new digital business models, platforms, and capabilities.
- Build a culture of innovation by encouraging experimentation, cross-functional collaboration, and continuous learning.
- Closely monitor market trends, competitor practices, and industry benchmarks to inform innovation roadmaps.

Innovative Project Operation

- Oversee the planning, execution, and scaling of proven innovative digital projects such as Remote Rep.
- Lead team to establish and continuously optimize project operating models, delivery standards, and performance tracking mechanisms.
- Support teams in removing project roadblocks and managing risks, dependencies, and stakeholder expectations.

Digital Operation Excellence

- Lead team to develop and track operational excellence metrics, including but not limited to efficiency gains, cost savings, adoption rates, and service performance, etc., for critical digital solution empowered projects.
- Lead team to actively identify opportunities for automation, workflow optimization, data-driven decision-making, and platform integration.

Digital Governance

- Establish and maintain digital governance frameworks, standards, policies, and operating procedures.
- Ensure digital initiatives comply with internal policies, data governance requirements, cybersecurity standards, regulatory obligations, and risk management practices.
- Lead team to enable a AI-empowered governance/review model which should significantly improve efficiency

Key Experience & Success Profile:

- 6+ years of experiences as digital business partners or consultants, experience in pharmaceutical/biotech or medical

related industry is a plus

- Experience in pharma marketing or field force is highly desirable
- Thorough understanding to pharma business model & ways of working
- End to end digital/project lead & operation management experience is a must
- Strong communication and stakeholder management skills
- Strong team collaboration spirit and time management
- Fluent in both spoken & written English and Mandarin

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

Sales

Location

LOC_CN

Site

Shanghai (Shanghai)

Company / Legal Entity

CN06 (FCRS = CN006) Beijing Novartis Pharma Co., Ltd

Functional Area

FCT_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

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