

Customer Excellence Head

Job ID

REQ-10079911

Jun 15, 2026

LOC_GB

About the Role

Key responsibilities

- Lead omnichannel content activation and customer journey orchestration across CRM and marketing platforms
- Ensure readiness and execution of launch excellence processes including LRR
- Drive implementation of ICE, IpEx and DRO frameworks across teams
- Oversee meetings, congresses, and events logistics, vendors, and budget management
- Enable AI-driven field force planning and resource optimization
- Ensure One Brand Plan milestones and marketing excellence standards are executed
- Orchestrate patient and payer engagement frameworks across channels
- Partner with cross-functional stakeholders to enhance customer engagement and performance
- Ensure compliance, governance, and KPI tracking across all activities

Essential Requirements

- University degree in bioscience or business; advanced degree preferred
- 8–12+ years in customer excellence, commercial excellence or omnichannel roles in pharma
- Strong experience with CRM, marketing automation, and omnichannel orchestration
- Proven leadership experience managing cross-functional teams
- Experience in launch readiness and execution excellence
- Strong stakeholder management and communication skills
- Knowledge of compliance and regulatory environment
- Fluent in English; local language desirable

Why Novartis

We are reimagining medicine to improve and extend people's lives. Join us to make a meaningful impact on patients while working in a collaborative, innovative environment.

Commitment to Diversity & Inclusion: Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

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_GB
Site
London (The Westworks)
Company / Legal Entity
GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.
Functional Area
FCT_MM
Job Type
Full time
Employment Type
Regular
Shift Work
No
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