

Marketing Operations Strategy & Enablement Team Lead

Job ID

REQ-10087804

Sep 29, 2026

LOC_MX

About the Role

Key Responsibilities

Business Operations & Governance

- Coordinate operating rhythms, governance forums, leadership meetings, calendars, and team events.
- Monitor priorities, risks, dependencies, decisions, and action items to support timely execution.
- Facilitate collaboration across subject matter experts and business partners to advance strategic initiatives.
- Maintain team collaboration platforms, knowledge repositories, dashboards, and operational resources.
- Ensure business documentation and operational materials remain current and easily accessible.
- Support communication planning and organizational updates across stakeholder groups.
- Help establish effective feedback mechanisms to improve team effectiveness and stakeholder engagement.

Process Excellence & Business Analytics

- Analyze business processes and identify opportunities to improve efficiency and effectiveness.
- Develop process maps, workflows, and operational documentation.
- Apply knowledge of Medical, Legal, and Regulatory (MLR) review processes and United States market requirements to support operational planning and governance activities.
- Support automation, artificial intelligence (AI), and digital transformation initiatives.
- Gather and document business requirements and assist in coordinating implementation activities.
- Generate reports and performance insights to support capacity planning, resource management, and business decision-making.

Strategic Planning & Execution

- Support annual planning cycles, business reviews, portfolio discussions, and strategic initiatives.
- Translate business objectives into actionable plans, milestones, and measurable outcomes.
- Track progress against commitments and identify potential barriers to success.
- Provide recommendations that help leaders prioritize and execute effectively.

Continuous Improvement & Innovation

- Evaluate current-state and future-state processes to support business transformation.
- Identify and implement opportunities for operational simplification and standardization.
- Contribute to innovative solutions that enhance productivity and organizational performance.
- Champion best practices and continuous improvement methodologies across teams.

Stakeholder Collaboration & Enablement

- Coordinate activities across functions, teams, and external partners.
- Facilitate discussions that support alignment, problem solving, and informed decision-making.
- Build strong relationships with stakeholders and ensure clear communication of priorities, risks, and outcomes.
- Support readiness and adoption activities for organizational and operational initiatives.

Knowledge Management & Leadership Support

- Maintain business documentation, reporting tools, and collaboration resources.
- Support governance activities, meeting facilitation, and action tracking.
- Develop executive presentations, business cases, reports, and communication materials.
- Deliver insights that enable leadership to make informed strategic decisions.

Required Qualifications

- Experience in business analysis, business operations, strategic planning, project management, consulting, or process improvement environments.
- Strong analytical and critical-thinking abilities with a proven ability to transform data into meaningful business insights.
- Experience creating executive-level presentations, reports, dashboards, and recommendations.
- Excellent written and verbal communication skills.
- Strong stakeholder management and cross-functional collaboration capabilities.
- Knowledge of Agile ways of working and continuous improvement practices.
- Familiarity with artificial intelligence (AI), analytics, automation, and digital technologies.

Preferred Qualifications

- Experience within pharmaceutical, healthcare, marketing operations, compliance, content review, or related environments.
- Understanding of Medical, Legal, and Regulatory (MLR) review processes and content approval workflows.
- Experience supporting operational transformation or business enablement initiatives.

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.

Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un puesto, envíe un correo electrónico a tas.mexico@novartis.com y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.

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: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Role Requirements

Division

DIV_IU

Business Unit

Marketing

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

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