

# Lead, Solution Design (Region Accelerator)

Job ID

387704BR

Jul 08, 2024

Japan

## About the Role

This role will cover a region in Japan to provide personalized solutions to high-valued customers, working with local agile teams. He/She will advise and lead the design thinking process across teams to define and deliver solutions to improve customer experience and engagement across Therapeutic Areas (TAs).

Within Local Agile Team:

Capture needs & pain points of Novartis High-valued customers (HCPs, Patients and HCSs) through numerous interactions, desk research, and utilizing insights collected through Area Customer Facing members iteratively

Co-Create personalized solutions with high-valued customers which address needs / pain points, in agile way, starting with MVP.

Refine and validate solution design ideas rapidly in order to improve customer experience.

Instill the effectiveness measurement of solution development (how we measure against the objectives), provide guidance around monitoring solution design progress and issue solving.

Continuously obtain feedback from customers, and reflect the customer feedback to the service plan, solution, and execution as an iterative process

## Diversity & Inclusion / EEO

*We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.*

## Role Requirements

Education: bachelor's degree

Experience/Professional requirement:

- Experience in providing solution using Design Thinking methodology
- Ability to engage with various types of customers to understand customer needs and pain-points
- Must be able to prioritize, work effectively in ambiguity and adapt to change
- Demonstrate skilled competency in customer focus, strategic thinking & planning, and complex project management
- Understand business needs and requirements
- Able to integrate Customer Voice to the solution design and value propositions.
- Must be a strong team player and effectively interface with other members, including customer facing roles
- Experience in lifescience industry is a plus

Language Japanese Native level

**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?

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Division

International

Business Unit

Japan IMI

Location

Japan

Site

Tokyo

Company / Legal Entity

Novartis Pharma K.K.

Functional Area

Marketing

Job Type

Full Time

Employment Type

Regular

Shift Work

No

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