

# Director Solution Delivery One PSP & SF

Job ID  
REQ-10010416  
Jul 08, 2024  
Spain

## Summary

Location: Barcelona (Hybrid) Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you. 236 million. That is how many lives our products impacted in 2023 across approximately 144 countries. And while we're proud of that, in this world of digital and technological transformation, we must also ask ourselves this: how can we continue to improve and extend even more people's lives? We have endless future opportunities in Tech Transformation and are well positioned to build products that improve lives. Be part of a diverse and high caliber team of passionate and curious people who strive to make a difference. This position is open in Barcelona (Spain). As Director Solution Delivery One PSP & SF, you will manage and oversee the delivery of OnePSP as well as the delivery of a Portfolio of Salesforce Technology based Digital Customer Engagement initiatives globally. OnePSP is a global Patient Services Platform that empowers Novartis' Patient Services (NPS) organizations in transforming the way patients and HCPs access Novartis medications. OnePSP is a multiyear Global initiative applying a state of the art scaled agile product delivery model, effectively supporting brand and country onboarding, and ultimately enabling better adoption and business value realization

## About the Role

### Major accountabilities:

- Lead transformational change at scale within and beyond the Customer Engagement Platforms (CEP) team to define, implement and operationalize the CEP strategy going forward.
- Maximize value by identifying, improving, deploying, and communicating new service/product delivery models which enable the organization to grow and mature while maintaining high quality standards in service/product delivery.
- Manage the delivery of large complex IT transformation programs, on time and within budget, with high quality while meeting desired business objectives.
- Drive a portfolio of complex, Global innovation initiatives in the organization in an agile (and Scaled Agile (e.g. SAFe)) manner.
- Support the definition of the Customer Engagement Platform's team strategy for the relevant scope, and be accountable for ensuring the strategy is tracked, benchmarked, and updated for your respective area.
- Build a holistic end to end understanding of services and explore and assess dependencies and new opportunities to improve customer experience and drive value.
- Implement and lead change related to new or adjusted Service Models, organizational changes or similar and ensure the introduction of new / modified services happens in a planned, controlled and timely manner to minimize disruption and maximize value.
- Ensuring the E2E oversight and engagement to bring x-functional teams together to deliver outcomes (e.g. enabling effective PI events). Communicate and envision service concepts and ideas. Provide

experience and leadership to support decision making, risk management and gaining the necessary stakeholder buy-in.

### **Minimum Requirements:**

### **Work Experience:**

- 12+ years business and IT experience; expert understanding of technology and methodologies as applied in the respective area.
- Cloud solutions knowledge; Salesforce desirable.
- Proven matrix leadership experience in IT management in an international environment.
- Extensive expertise in General Management and Program/Project Management.
- Recognized both within and outside Novartis for successful and compliant delivery of programs/projects or similar highly complex initiatives.
- Experience in balancing different needs of internal and external Novartis stakeholders and organizations.
- Strong experience in senior stakeholder management.
- Background and experience in the pharmaceutical or other regulated industry desired.

Why Novartis?

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We believe new insights, perspectives and ground-breaking solutions can be found at the intersection of medical science and digital innovation. That a diverse, equitable and inclusive environment inspires new ways of working.

We believe our potential can thrive and grow in an unbossed culture underpinned by integrity, curiosity and flexibility. And we can reinvent what's possible, when we collaborate with courage to aggressively and ambitiously tackle the world's toughest medical challenges. Because the greatest risk in life, is the risk of never trying!

Imagine what you could do here at Novartis!

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>

**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>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:

<https://talentnetwork.novartis.com/network>

Division  
Operations  
Business Unit  
CTS  
Location  
Spain  
Site  
Barcelona Gran Vía  
Company / Legal Entity  
ES06 (FCRS = ES006) Novartis Farmacéutica, S.A.  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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