

# ED, Field Insights & Analytics

Job ID  
REQ-10011203  
Jun 12, 2024  
USA

## Summary

The Executive Director, Field Force Insights, Analytics & GTM is a highly visible leadership position that will oversee and lead a team responsible for sub-national and ad-hoc analysis & reporting, inclusive of production reporting platform delivery to customer facing teams. This role will manage the design and implementation of Customer Satisfaction surveys, Field Force Effectiveness studies, lead Resource Allocation, lead deployment of Go-to-Market models for Customer Engagement, Competitive Intelligence on filed size & structures to inform GTM, lead the Operations for contract resource models to support inline and launch brands, evolve the Customer Engagement GTM, operationalize deployment activities, targeting and call plan optimization. The ideal candidate will bring expertise of industry leading analytical practices, influential leadership working across a complex matrix environment (including sales, operations, marketing, senior leadership, commercial analytics, IT partners, legal, compliance, and others) and experience managing, coaching, and leading a team with individuals from diverse background, and vendor management. This individual will be a thought leader who will influence the cross functional leadership across commercial organization in addressing the barriers impacting the field performance through objective data driven insights. The individual will be responsible for providing strategic insights to the Customer Engagement leadership team regarding field performance, effectiveness etc. The individual will be heavily involved in evolving the Customer Engagement Insights & Analytics capability at Novartis. These efforts will be ongoing over time, focused on delivering an exceptional end user experience, and include reporting UI/UX, requirements gathering, utilization and usage analysis, and report rationalization as needed. These areas of focus are not exhaustive. Ideal candidates will possess a breadth of experience across field leadership and commercial operations in the pharmaceutical industry along with a demonstrated track record of success applying analytical thought process/ methods to direct/drive deep analysis based on business context/situation, record of strong influential leadership, ability to clearly communicate the aligned direction/insights to the Field leadership team and experiencing operationalizing GTM models from deployments to contract field teams. Role responsibilities will include:

- Ensuring Field Leadership support via data driven insights on a continuous basis that are actionable and aligned with organizational objectives/goals
- Thought leadership and ability to influence and align across multiple functional teams
- Working with ambiguity and lead deep dive analytics on Business Performance in collaboration with matrix business partners.
- Ensuring team is proactively identifying key positive and negative drivers or influencers of geography level performance across all Therapeutic areas
- Strong analytical skills with the capability to appropriately define issues, questions and data; to comprehend quantitative methods and analytical techniques; and to think creatively about different ways to analyze data and information
- Ability to anticipate internal and external business challenges and recommend process, product, or service improvements
- Developing and establishing new analytical processes and capabilities that enable meeting the needs of the stake holders
- Working closely with other analytical colleagues across the organization representing the Customer Engagement teams etc.
- Flexibility in adapting to dynamically evolving business needs and ability to approach challenges creatively

Qualifications/ Required

## About the Role

### Education:

Undergraduate degree in business or related discipline required. An advanced degree in business or related field) is preferred

### Travel Requirements:

10% travel may be required based on business needs

### Languages:

Fluent English, excellent communication skills.

### Experience/Professional requirement:

#### Minimum Requirements:

- 10+ years pharmaceutical experience with Field Management or 2+ yrs of management experience required.
- Established performance record as operations leader in effectively directing planning process, business analytics, and core functional capabilities.
- Seasoned leader with ability to confidently prioritize, direct, and manage multiple, complex, and interdependent capabilities and projects.
- Subject matter expertise in areas of responsibility with proven track record
- Knowledge of internal organizational process and procedures
- Vendor/Contract negotiations experience required
- Self-Starter and must possess leadership capabilities
- Ability to perform in cross functional role and handle multiple tasks
- Proven track record of developing and managing multiple tasks and budget is critical
- Exceptional organizational and time management skills
- Exceptional project management skills
- The position will require travel, occasional long hours, and ability to work under tight deadlines

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Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together?

<https://www.novartis.com/about/strategy/people-and-culture>

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their full potential.

## Accessibility & Reasonable Accommodations

The Novartis Group of Companies are committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please send an e-mail to [us.reasonableaccommodations@novartis.com](mailto:us.reasonableaccommodations@novartis.com) or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Division

US

Business Unit

Innovative Medicines

Location

USA

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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