

Capability Building & Transformation Manager

Job ID
REQ-10012292
Jul 02, 2024
Thailand

Summary

Location: Bangkok #LI Hybrid Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you. Architect the capability transformation to be customer and patients-centric organization, Drive people capabilities building to achieve organization goals and priorities. This role reports directly to Head, Business Excellence and Execution.

About the Role

Lead and Cocreated solution independently

- Co-create and design new customer engagement model with external and internal key stakeholders, Connect with NVS colleague to design new customer engagement model, test and get the feedback on MVP and finalize the model in cluster.
- Develop strategic and implementation plan mid to long term to achieve the organization capabilities.
- Architect customer facing and non-customer facing to achieve CPO business strategy and organization goals through agile culture shift or new way of working.
- Creates an internal innovative thinking as the change agent and lead employees on digital innovative solution mindset.
- Advise and guide customer facing team on new business model that improve patient's outcome.

Ensure effective implementation plan and monitoring

- Effective roll out the new model with customer facing team and modifies the model accordingly with expert and customer feedback, set appropriate tools to listen customer voice on new engagement model.
- Lead and implements customer and patient -centric solutions through patient journey with customer facing team that can improve patient's outcomes.

Create and build organization capabilities

- Build people capabilities to achieve customer and patients-centric organization with speed and impact to customer and patient as well as NVS.
- Builds new capabilities required to enable new business models & growth opportunities, in coordination with cross-functional teams.
- Sourcing the right third party to educate, cultivate new way of working or agile transformation.

Essential Requirements:

- > 10 years in management position of commercial role (sales, marketing) and/or experience in digital

solution within pharmaceutical industry

- Coaching, mentoring and agile transformation experiences.
- Strong strategic and Analytical skills
- In-depth understanding on agile way of working, pharma marketplace including key dynamics, market environments
- Strong leadership skills and experience in leading a cross functional team without direct authority in a fast paced, high demand environment
- Curiosity for innovation and exploring new concepts, ideas and models and strategic vision to adapt innovation to drive new business models

Why Novartis? Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

You'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

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

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>

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Division

International

Business Unit

Innovative Medicines

Location

Thailand

Site

Bangkok

Company / Legal Entity

TH05 (FCRS = TH005) Novartis (Thailand) Limited

Functional Area

BD&L & Strategic Planning

Job Type

Full time

Employment Type

Regular

Shift Work

No

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