

# Innovative Services & Solutions Lead

Job ID  
REQ-10016670  
Aug 19, 2024  
Italy

## Summary

~ Leader di marketing in una piccola organizzazione di entrate O manager esperti di sotto-funzione di marketing. ~ Sviluppare e guidare l'esecuzione di piani di marketing del marchio con l'obiettivo di massimizzare la quota di mercato e la crescita dei ricavi nel mercato.

## About the Role

**About the Role:** Our ambition is to go above and beyond. Together. For Patients.

Are you looking for a unique opportunity to lead and design the portfolio of innovative projects to improve people's lives and society within the Pharma industry? Novartis is looking for an Innovative Services & Solutions Lead!

In this role you will lead a team of dynamic, agile and committed enthusiast innovators who collaborate with therapeutic areas to develop services and solutions that improve the patient journey, overcome pain points, and maximize business objectives.

Together with your team, you will have to ensure a sustainable impact of healthcare solutions by partnering with qualified public and private players in the healthcare industry thus contributing to positioning Novartis as a fundamental partner of the healthcare system.

## Key Responsibilities:

Your responsibilities include but are not limited to:

- **Provide strategic direction and lead an experienced team** working across the organization accountable for designing the strategy and execution of innovative healthcare solutions and partnerships that unlock faster access to care and optimize care pathways.
- **Deliver harmonized, innovative solutions across Therapeutic Areas:** real-world needs grounded on evidence, co-designed with patients, physicians, and cross-functional colleagues. By addressing key pain points, we aim to enhance patient journeys and health outcomes.
- **Lead the digital health and AI agenda** to amplify our service & solution portfolio's impact and explore new opportunities in all Novartis divisions. Our aim is to forge strong partnerships with institutions, physicians, and patients, establishing Novartis as a trusted, innovative partner of 21st century healthcare.
- **Collaborate and influence** with senior leaders in Therapeutic Areas and other BUs (Access, Public Affairs, Communication, etc) to align on the solutions strategy to maximize TA business objectives and build win-win collaborations with NHS stakeholders.
- **Liase with Global and Regional** leadership in the matrix structure, to ensure effective and timely patient solutions design and scale up.
- **Provide feedback and promote** the Italian market acceptance of the innovative projects to the Global

and Regional teams and help them identify gaps in our project portfolio to drive and maximize business impact.

- **Cooperate with the Integrated Business Insights team** to collect market insights and competitive information around care pathways and innovative solutions.
- **Cooperate and facilitate** the communication with Legal, Regulatory, Compliance and Procurement ensuring innovative projects are smoothly supported by internal policies.
- **Track and optimize the performance** of the innovative projects' portfolio against business priorities.
- **Oversee the budget** to deliver timely results in all the projects.
- **Prioritize the development of people.** Empower talent and nurture innovative mindsets, create a workforce that is agile, forward-thinking, collaborative and ready to embrace the challenges and opportunities presented by the ever-evolving healthcare landscape.
- **Be a key contributor** to Novartis Italy to continue our **cultural journey** to become the most trusted 21st century pharmaceutical company that drives innovation by leveraging on the power of data and technology and support capabilities uplift of the organization.

### Essential Requirements:

- Proven experience in a senior innovation role (7-10 years of experience)
- Strong understanding of business strategy and objectives across Business Units
- Excellent communication and interpersonal skills (Italian and English)
- Exceptional senior stakeholder management skills
- Experience in managing a team and ability to lead without formal authority
- Demonstrated ability to navigate organizational silos and drive cross-functional collaboration
- Capability to work in matrix organization environment
- Proven ability and experience to manage complex projects and teams with significant impact in the business
- High analytical and ability to use data and metrics to drive project performance
- Data, technology and AI literacy, with the ability to spot and ignite concrete opportunities in line with business strategy and build a portfolio of solutions
- Self-starting, intellectually curious and creative individual with experience operating with ambiguity
- Accountable, responsible and willing to take ownership
- Understanding of the healthcare system
- Pharma business acumen is a plus

**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 will 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 learn 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>

**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>

Division

International

Business Unit

Innovative Medicines

Location

Italy

Site

Milano

Company / Legal Entity

IT08 (FCRS = IT008) Novartis Farma S.p.A.

Functional Area

Marketing

Job Type

Full time

Employment Type

Regolare

Shift Work

No

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