

# REFS Key Account & Business Relationship Manager

Job ID  
REQ-10019758  
Aug 30, 2024  
Switzerland

## Summary

~ Als REFS-Vertreter auf Cluster-/Länderebene fungiert er als Touchpoint für Kunden standortübergreifend und innerhalb des Clusters/Landes und über alle REFS-Domänen hinweg, um ein tiefes Verständnis der Cluster-/Ländergeschäftsanforderungen zu sammeln und aufrechtzuerhalten und diese Anforderungen in Frage zu stellen, um die Kundenanforderungen auf Cluster- / Länderebene zu gestalten, um sicherzustellen, dass alle Serviceaktivitäten den größten Wert und die größte Qualität bieten

## About the Role

### Job Specifications

- Establish a regular operating rhythm and meeting structure with Country/Site Heads and User Representatives to obtain an understanding of country and site level demands to identify patterns and dependencies across functions and business units.
- Manage and enable optimization of the real estate portfolio across Switzerland to achieve efficient and sustainable usage of spaces and buildings through strategic site planning in collaboration with multiple business stakeholders, including development and implementation of co-location and relocation strategies
- Closely collaborate with the internal Real Estate Facility, Portfolio, Design, Construction and Infrastructure Management Team and external partner to jointly align and deliver efficient, sustainable and fit-for-purpose solutions to business stakeholders.
- Responsibility and oversight of Workplace Management including team oversight, process set-up, governance structure, cross-functional team meetings and progress tracking.
- Act as an escalation point for country management service delivery and space design issues, and successfully assisted through coordination of the implementation of solutions and the resolution of issues.
- Represent the Real Estate Switzerland department on internal committees (e.g. Health, Safety & Environment, Staff Committee, Biomedical Research & Operations Leadership, Employee Resource Groups).
- Present the Real Estate & Facility Service projects and initiatives to internal business partners, incl. Global Workplace Guidelines, Swiss Real Estate Portfolio Strategy, Facility Management Service Guidelines and changes in the service delivery portfolio.

### Minimum Requirements

- Minimum Undergraduate degree in real estate, engineering discipline or similar, professional corporate. Real estate/property management qualification (RICS, MCR, SLCR or similar) would be an advantage.

- 5-10 years of experience in corporate real estate, project management and facilities design
- Must be a strong leader and a team player, which thrives in a start-up like, fast-paced environment.
- Understanding and knowledge of CH real estate markets and market players, land use requirements and regulations with the ability to influence changes to benefit the company's real estate portfolio
- Experience in workplace project implementation
- Excellent spoken and written English and German skills
- Ability to manage senior stakeholders/customers

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Division

Operations

Business Unit

CTS

Location

Switzerland

Site

Basel (City)

Company / Legal Entity

C028 (FCRS = CH028) Novartis Pharma AG

Functional Area

Facilities & Administration

Job Type

Full time

Employment Type

Regulär

Shift Work

No

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