

# Supply Chain Coordinator

Job ID  
REQ-10040911  
Mar 14, 2025  
United Kingdom

## Summary

London Office with Hybrid working #LI Hybrid

About the role:

We are seeking a Supply Chain Coordinator who will be in charge of providing total support for the end-to-end Order to Cash process and associated responsibilities, for all customers within Novartis Pharmaceuticals UK. You will ensure that all service levels and compliance requirements are met and adhered to.

## About the Role

### Key Responsibilities:

- Process all Sales Orders to agreed standard of accuracy
- To support customer care standard order fulfilment operations in accordance with Novartis Standard Terms and Conditions and UK pharmaceutical legislation, as directed by the Commercial Operations Manager.
- Responsible for ensuring allocated tasks are delivered to the agreed standards and that all relevant KPI's and service level agreements are met.
- Work flexibly with the Demand & Inventory Team and the Customer Care Team as required, to contribute to the process of managing stock availability.
- Proactively work and share information with the Trade Marketing Team, (NAMS) on customer activities, issues, feedback and problem solving.
- Manage emergency/same day deliveries, communicating with the Third Party Logistics providers and customers to ensure deliveries are on time.
- Analyze the necessary actions to continuously improve processes, activities, and information exchanges.
- Provide support and cover to colleagues when workload and priorities within the team when and where required, respect shifts times and flexible working
- Communicate and become the central point of contact for customers on matters regarding their orders to ensure that orders are processed in an accurate and timely fashion.
- Support the customer care team as required resolving customer order issues.

### Essential Requirements:

- Experience of order processing and customer service with-in a busy, fast moving, pressurized sales

environment for a Global company.

- Experience and ability to meet monthly sales targets via customer order processing, delivery monitoring through to the invoicing stage.
- Data entry demonstrating excellent speed, numeracy and accuracy ; Analytical skills and a system savvy
- Knowledge of computerized order processing/invoicing systems
- In-depth knowledge of the Microsoft Office Pack (Excel with formulas).

## Desirable Requirements:

- NVQ in Customer Services, Business Administration Supply Chain or Engineering preferable.
- Very good communication skills, both written and verbal
- Excellent interpersonal skills

### 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:

Competitive salary, Annual bonus, Pension scheme, Share scheme, Health insurance, 25 days annual leave, Flexible working arrangements, subsidized dining facilities, Employee recognition scheme, learning and development opportunities.

**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>

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**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

Universal Hierarchy Node

Location

United Kingdom

Site

London (The Westworks)  
Company / Legal Entity  
GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.  
Functional Area  
Sales  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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