

# Head of Business Operations & Execution

Job ID  
REQ-10010717  
Jun 10, 2024  
Taiwan

## Resumen

Head of Business Operations & Execution is responsible for Providing guidance and support to anticipate, identify, accelerate, and support the performance and implementation of new and competitive customer engagement models aimed to drive innovation adoption by our customers enabling faster access to our portfolio, maximizing execution and business excellence The incumbent covers a platform of sub-teams, which across-TA delivers expertise on Business excellence, Digital Customer Engagement, Congress & Events, Data Strategy Insights & Analytics, Field Force Capability Excellence & Learning. The incumbent has a deep understanding of key business dynamics, external models and customers as well as other functions as market access, marketing and medical particularities of the key drugs of the franchises.

## About the Role

### Business Excellence & Execution

- Develops and implements of robust execution approaches and action plans for Salesforce Excellence and Effectiveness
- Identifies opportunities and development of action plans and execution that will increase overall effectiveness and efficiency of the organization
- Enables of all Sales, Access and MSL teams with tailored information, systems, training and tools to optimise their activities and business (e.g., best-in-class educational curriculums/ trainings & tools for customer-facing and customer operations roles.
- Drives operations, ensures implementation, and follow up of commercial execution initiatives to achieve best possible outcomes meeting customer and patient needs. Manage budget process and monitor execution.
- Leads and designs an organization-wide learning and capability building programs for sales making sure proper skills and capabilities for long-term business success exist.
- Ensures consistent measurement and monitoring (metrics, KPIs, etc) of external competitiveness and execution (e.g., benchmarks against competitors, audits such as STEM, IMS and ATUs, market share progression, NRx/TRx tracking etc)
- Deploys and follows up on processes across TA's ensuring compliance and the implementation of business Rules/Processes & Practices for correct Customer Data Management CRM

### Customer Engagement & Solution (Data & Digital)

- Develops multichannel digital strategy and solutions to enhance customer engagement as well as strengthens digital capabilities
- Ensures capabilities and toolsets to enable data-driven decision making across business including the measurement of customer engagement and experience

- Drive Customer engagement Performance: - Quantity & Productivity (of targeted customer engagement - Quality & Mix (impact on business and voice of customer 'VOC') to support the in-market performance of priority brands
- Adopts and implements Global /IM solutions to local customer engagement needs, and actively promotes best practice sharing across the enterprise
- Drives effective localization of global digital platforms to develop and implement fit-for-purpose digital solutions to maximize the number of patients and benefits/outcomes for our priority brands and disease areas
- Leads implementation of digital/technology/AI solutions to continuously improve the standard solution portfolio to enable priority brand teams to increase customer engagement and market share
- Serves as a thought leader and advisor identifying trends, customer solutions, participating in industry forums and events, and evaluating competitive offerings in the market to enhance customer engagement and satisfaction.
- Has and maintains a strong external network of digital and AI solution providers, technologic innovators and business experts to position Novartis as tech-savvy healthcare system partner and identifies early opportunities in fast evolving digital healthcare arena
- Align risk assessment & management and ensure compliance

### **Ethics and Compliance**

- Contribute proactively to build a credible image and positive reputation for Novartis
- Work within any given legal framework, Novartis Ethics and Compliance policies
- Work to ensure a diverse and inclusive environment, free from all forms of discrimination and harassment.

Drive the spirit of “ONE Team” across all functions (TA first) by supporting a team approach to focus on our patients, payers and customers as our top priorities.

Key Performance Indicators:

### **Business Excellence & Execution**

- Performance on productivity & competitiveness, measured against internal goals and external benchmarks
- Impact of learning and Capability programs, measured through launch effectiveness and business growth
- Manage risk, compliance and controls environment, measured through internal & external audit

### **Customer Engagement & Solution (Data & Digital)**

- Innovative solutions implemented to enhance commercial metric's/KPI's and meet revenue growth goals.
- Per-ex field execution KPIs set by the Region for all FF to achieve

### **People, Capabilities, and Management:**

- Talent Acquisition & Talent development: succession planning, Hi-Po retention and development plans, talent export
- Code of conduct: compliance

### **Education**

- University degree in bioscience or business

- Advanced degree in bioscience, medicine, business, and/or management

## Language

Chinese Mandarin & English required

## Experience

- Extensive (>12) years' experience in leadership positions within the pharmaceutical industry
- Extremely well-developed understanding of country regulatory and market environments
- Proven understanding of product launch and product commercialization processes
- Expertise in Customer Engagement business processes and platforms
- Good understanding of digital trends & solutions, technology platform and products
- Significant leadership experience, and proven ability to manage, team with, and motivate associates of widely varying backgrounds across a dispersed and matrixed organization
- Proven ability and experience of risk management
- Strong results orientation, and willingness to have extensive involvement in day-to-day operations
- Business partnership, multi-stakeholder collaboration and influencing across matrix

**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>

División

International

Business Unit

Innovative Medicines

Ubicación

Taiwan

Sitio

Taipei

Company / Legal Entity

TW03 (FCRS = TW003) Novartis (Taiwan) Co. Ltd

Functional Area

Márketing

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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