

# Commercial & Medical Field Excellence Manager

Job ID  
REQ-10009424  
juin 11, 2024  
Australie

## Résumé

Are you ready to make a difference in the pharmaceutical and healthcare industry? Join Novartis, a global leader dedicated to improving patient lives and revolutionising global health. With a rich history spanning over 250 years, Novartis has established itself as an innovative force by combining advanced medical science with cutting-edge technology. We are committed to developing life-changing medicines and healthcare solutions that have a lasting impact. As we continue to experience exciting growth driven by a robust pipeline of medicines, we are seeking a talented individual to join our team as a Commercial and Medical Field Excellence Manager. Based in Sydney, NSW, this role offers an incredible opportunity to contribute to our transformation and deliver innovative medicines to patients. As the Commercial and Medical Field Excellence Manager, you will play a crucial role in standardising and harmonising our CRM and field operations processes. By driving operational excellence, you will optimise our commercial and medical field operations, delivering tailored tools and systems to support strategy execution and ensure consistent KPI metrics rollout. Your impact will extend to driving field value and efficiencies, while fostering effective communication and a culture of excellence within the field teams. Additionally, you will collaborate cross-functionally to develop and implement integrated commercial strategies, capitalising on growth opportunities. Through analysing and aligning KPIs, you will develop performance and field excellence measurement/reporting plans that drive success.

## About the Role

### Responsibilities:

- Communicate customer insights and collaborate with internal stakeholders on partnership initiatives.
- Engage with managers, field team members, and department heads to drive excellence.
- Collaborate with SFE Field Reporting and Incentive Manager to optimize metrics, reporting systems, and dashboards.
- Implement efficient tools and systems for data and reporting, including major infrastructure initiatives.
- Utilize data and technology for successful customer-facing execution.
- Develop and implement strategic plans to optimize commercial and medical field operations.
- Evaluate field force effectiveness across teams and regions.
- Monitor and analyze key performance indicators for data-driven decision-making.
- Assess sales practices and collaborate on integrated commercial strategies.

- Generate insights and recommendations through systematic analysis.
- Provide guidance and support to field teams, maximizing opportunities.
- Lead training programs to enhance product knowledge and engagement.
- Coordinate with outsourcing partners for improved workflow efficiency.
- Stay informed about industry trends and regulations for continuous improvement.
- Conduct market analysis and identify growth opportunities.
- Foster a culture of excellence, teamwork, and accountability within field teams.

### **Qualifications and Experience:**

- Commercial and/or medical field experience in the pharmaceutical industry.
- Data and analytics experience for effective decision-making and optimization.
- Excellent written and verbal communication skills for effective collaboration.
- Strong interpersonal skills for building relationships and driving teamwork.
- Solid business knowledge for strategic guidance and performance improvement.
- Demonstrated experience in leading, coaching, and developing teams.

Don't miss this opportunity to contribute to our success and make a meaningful impact. Join our dynamic team and apply now for a rewarding and impactful journey.

**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>

Division

International

Business Unit

Innovative Medicines

Emplacement

Australie

Site

New South Wales (NSW)

Company / Legal Entity

AU04 (FCRS = AU004) AU Pharma Pty Ltd

Functional Area

Ventes

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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