

# Customer Strategy & OCE Lead

Job ID  
REQ-10033732  
Dic 11, 2024  
Cina

## Sommario

Purpose of the role:

this is a full-time in-country role to plan and coordinate efforts between international and market teams across the country ICE program and ensure smooth implementation of ICE in China.

## About the Role

### Major accountabilities:

- Work closely with and support County ICE Ops Lead to identify, support and coordinate across the ICE Country team.
- Manage process and oversee execution of county jobs to be done across ICE missions and workstreams to enable successful ICE implementation. Including developement and management of Country ICE implementation plan.
- Coordinate between international efforts and market efforts for respective teams.
- collaborate with ICE PMO and country PMs team to support cross-program coordination.
- report progress to ICE PMO lead via the ICE PMO Hub, raising delays and bottlenecks-blockers as they emerge.
- Capture learnings from ICE rollout in country to support future waves and full adoption of ICE.

### Minimum Requirements:

#### Work Experience:

- Cross Cultural Experience.
- Operations Management and Execution.
- People Leadership.
- Process management.
- Proven Ability to Develop trust-based relationships with key regional.
- Project Management.
- stakeholders.

#### Skills:

- Agility.
- Cross-Functional Collaboration.
- Customer Engagement.
- Customer Experience.
- Customer Insights.

- Data Analytics.
- Data Strategy.
- Digital Marketing.
- Marketing Strategy.
- Media Campaigns.
- Product Marketing.
- Project Management.
- Stakeholder Engagement.
- Stakeholder Management.

**Languages :**

- English.

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Divisione

International

Business Unit

Innovative Medicines

Posizione

Cina

Sito

Shanghai (Shanghai)

Company / Legal Entity

CN06 (FCRS = CN006) Beijing Novartis Pharma Co., Ltd

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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