

# Alliance & Chain Key Account Manager

Job ID  
REQ-10025078  
Nov 21, 2024  
Malaysia

## Summary

To enhance the value of Novartis' drug portfolio and out-licensing opportunities via leading and developing external agreements and assisting in closing business deals and contributing in decision making. Value creation by seeking, structuring, negotiating and managing collaborative arrangements with partner companies. Responsible for providing financial, strategic insights, contributing to long term forecasting and partner KPIs performance.

## About the Role

### Major accountabilities:

#### Alliance Management

- Assist in the execution of the organization's BD&L strategies and plans
- Support Business Development activities to enhance the value of alliances and manage partnership risks.
- Support BD&L project management
- Reporting of technical complaints/ adverse events / specific case scenarios related to Novartis products within 24 hours of receipt – Distribution of marketing samples (where applicable)
- Tracking partners KPIs achievements ie sales, execution plan, joint field work
- Ensure that operations are carried out with the highest level of ethics, in line with BeSure policies, industrial code and local law/regulations.
- Be the key point of contact for Novartis with BD&L partners and Novartis cross functional stakeholders.
- Collaborate with cross-functional team (i.e. Finance, Franchise, Supply Chain) on inventory planning and sales forecast
- Lead and support BD&L activities / chain pharmacy and approval process for regional review
- Complete deal endorsement and signing process, including 3rd party risk assessment.
- Set up for deal performance review on a regular basis with Partner and Region.
- Facilitate appropriate exchange of information and documentation for alliance activities (regulatory, commercial, resources, pricing etc)

#### Chain Account Management

- Lead the preparation of strategies and individual tactical plans and to give strategic input in terms of analysis, future potential and key programs required for the accounts
- Consolidating contact points with stakeholders in chain accounts in maximizing Novartis portfolio opportunities
- Prepare and negotiate contracts, and guide initiatives that the company launches to chain pharmacy accounts

- Coordinate internally with cross-functional team (CFT) and across commercial therapeutic area (TA) to optimize opportunities for chain accounts plan
- Analyze market situation including competitive intelligence activities on chain accounts and key competitors
- Organize customer events and other programs for all Novartis TA, in line with agreed business tactical plans
- Contribute to the mapping of stakeholders, including segmentation and profiling and provide accurate and timely data for the Novartis CRM system.
- Be the key point of contact for Novartis with chain pharmacy
- Develop partnering in/out strategy focusing on top priority gaps in commercial capabilities and portfolios.

#### **Key performance indicators:**

- Partner Sales & Non-Sales KPI Achievement.
- Key Account Plan Execution in Key Chain Pharmacy.
- Ensure that operations are carried out with the highest level of ethics, in line with DBE policies, industrial code and local law/regulations.

#### **Minimum Requirements:**

##### **Work Experience:**

- Project management
- Key account management / marketing experience
- Minimum 5 years sales experience. Experience in pharmacy channel will be an advantage.
- Collaborating across boundaries
- Functional breath

##### **Skills:**

- Managing across functions and boundaries.
- Stakeholder Management
- Aligning people and resources
- Comprehensive understanding of R&D processes and scientific knowledge
- Due diligence
- Facilitation
- Influencing without authority
- Cross-functional evaluation
- R&D Program management
- Defining accountability
- Sales analysis

##### **Languages :**

- English.

**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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Division

International

Business Unit

Innovative Medicines

Location

Malaysia

Site

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

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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2. <https://talentnetwork.novartis.com/network>
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4. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/Selangor/Alliance---Chain-Key-Account-Manager\\_REQ-10025078-2](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Selangor/Alliance---Chain-Key-Account-Manager_REQ-10025078-2)
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