

# Customer Strategy, Capability & Excellence Head

Job ID  
REQ-10036271  
Jan 21, 2025  
Italy

## Summary

The role primarily focuses on driving Customer Strategy and building long-term competitive capabilities to ensure Corporate innovation and sustainability for future competitive advantage.

## About the Role

### Key Responsibilities:

Your responsibilities include but are not limited to:

- Driving holistic Customer Experience (CX) strategy by developing CX thought leadership & guidelines supporting standards & harmonization, and by building long-term competitive advantage capabilities on CX, manage roadmap and coordinate readiness of tech systems and analytics products
- Designing experience strategies together with Therapeutic Areas leveraging customer-centric methodologies
- Liaise with the Global Team (MAP and CE&E mainly) to ensure local adaptation of global programs to the country environment
- Work with the Therapeutic Areas to implement the customized learning journey for the Field associates that will both leverage on internal resources and the collaboration with external vendor/partners.

### Essential Requirements:

- Extensive experience (10+) in Digital / Customer Experience / Innovation
- Extensive experience in managing digital transformation projects inside complex organizations
- Extensive (10+) years of experience in a leadership role, and proven ability to manage a team and motivate associates across a matrixed organization
- English on a Fluent level
- A previous experience in a marketing role will be considered a plus
- A previous experience in a pharmaceutical company will be considered a plus
- Ability to manage multiple stakeholders, business partnership mindset and ability to influence across matrix
- Excellent project/process management 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 will receive:** You can find everything you need to know about our benefits and rewards in the Novartis

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**Commitment to Diversity and Inclusion:** Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

**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

Innovative Medicines

Location

Italy

Site

Milano

Company / Legal Entity

IT08 (FCRS = IT008) Novartis Farma S.p.A.

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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