

Customer Care Coordinator

Job ID
REQ-10040913
Apr 09, 2025
United Kingdom

Summary

Location : London Office with Hybrid working #LI Hybrid

About the role:

We are seeking a Customer Care Coordinator who will be in charge of providing comprehensive support throughout the entire Order to Cash process and related duties for all customers of Novartis Pharmaceuticals UK.

You will ensure that all service levels and compliance requirements are consistently met and adhered to.

About the Role

Key Responsibilities:

- To support customer care standard order fulfilment operations in accordance with Novartis Standard Terms and Conditions and UK pharmaceutical legislation, as directed by the Commercial Operations Manager.
- Responsible for ensuring allocated tasks are delivered to the agreed standards and that all relevant KPI's and service level agreements are met.
- To ensure the integrity of financial, regulatory and quality controls.
- Process all Sales Orders to agreed standard of accuracy
- Work closely with the Demand Managers to contribute to the process of managing stock availability.
- Manage emergency/same day deliveries, communicating with the Third Party Logistics providers and customers to ensure deliveries are on time.
- Communicate and become the central point of contact for customers on matters regarding their orders to ensure that orders are processed in an accurate and timely fashion.
- Support the customer care team as required resolving customer order issues.
- Provide support and cover to colleagues when workload and priorities within the team when and where required, respect shifts times and flexible working

Essential Requirements:

- Ideally, you have experience of order processing and customer services with-in a busy and fast moving environment for a Global company.
- Very good communication skills, both written and verbal
- Excellent interpersonal skills
- Strong listening abilities
- Proficient in Excel and SAP

Desirable Requirements:

- G/CSE/O Level pass grade in Maths & English, desirable but not essential. NVQ in Customer Services or Business Administration.

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'll receive:

Competitive salary, Annual bonus, Pension scheme, Share scheme, Health insurance, 25 days annual leave, Flexible working arrangements, subsidized dining facilities, Employee recognition scheme, learning and development opportunities.

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>

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>

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>

Business Unit
Universal Hierarchy Node
Location
United Kingdom
Site
London (The Westworks)
Company / Legal Entity
GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.
Functional Area
Sales
Job Type
Full time
Employment Type
Regular
Shift Work
No
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