

# Lead/Associate, CX Content Creation

Job ID  
REQ-10026332  
oct 20, 2024  
Japon

## Résumé

Designing & creating contents for multiple brands across therapeutic areas (TAs) in line with global/local brand strategy and Cx (customer experience) strategy, providing the right Cx to the right target at the right timing across all touchpoints – a central role in the new operating model.

## About the Role

### Your key responsibilities:

- Analyze and outline the content strategy in line with brand and Cx strategy
- Design & create content for multiple brands across TAs based on customer insights and segmentations
- Partner with market research team to conduct Cx content testing and feedback loop
- Provide input to the global asset creation and localization
- Leverage global assets and drive rapid local content creation
- Deliver unparalleled customer experience and maximize impact

### Key Performance Indicators

- Quantity & quality of Cx Content creation across all touchpoints
- Ux/Cx feedback and improvements made
- Feedback from key internal end-users on quality of proposal/ outputs/ implementation

### Commitment to Diversity & Inclusion:

*We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.*

### Role Requirements

- 3+ year Pharma marketing experience including content creation experience (brand level)
- Experience in attitudinal segmentation, omnichannel engagement and design thinking is strongly preferred
- Have demonstrated high competency in customer focus, strategic thinking & planning, and marketing
- Excellent interpersonal communication and people engagement skills
- Strong project management and execution capability
- Able to articulate and provide constructive input to collaborate with stakeholders including global counterparts
- Know industry code of conduct

### Language Skill:

Japanese: Fluent

English: Business level

## Skills Desired

Content Creation, Customer Experience (CX), Marketing, Market Research, User Experience (UX), Waterfall Project Management

**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>

Division

International

Business Unit

Innovative Medicines

Emplacement

Japon

Site

Head Office (Japan) (Pharmaceuticals)

Company / Legal Entity

JP05 (FCRS = JP005) Novartis Pharma K.K.

Functional Area

Commercialisation

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

## Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities.

If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to [midcareer-r.japan@novartis.com](mailto:midcareer-r.japan@novartis.com) and let us know the nature of your request and your contact information.

Please include the job requisition number in your message.

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

Job ID  
REQ-10026332

## **Lead/Associate, CX Content Creation**

[Apply to Job](#)

---

**Source URL:** <https://prod1.adacap.com/careers/career-search/job/details/req-10026332-leadassociate-cx-content-creation>

### **List of links present in page**

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/Head-Office-Japan-Pharmaceuticals/Lead-Associate--CX-Content-Creation\\_REQ-10026332-3](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Head-Office-Japan-Pharmaceuticals/Lead-Associate--CX-Content-Creation_REQ-10026332-3)
5. <mailto:midcareer-r.japan@novartis.com>
6. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/Head-Office-Japan-Pharmaceuticals/Lead-Associate--CX-Content-Creation\\_REQ-10026332-3](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Head-Office-Japan-Pharmaceuticals/Lead-Associate--CX-Content-Creation_REQ-10026332-3)