

# Team Leader

Job ID  
REQ-10038156  
fév 18, 2025  
Inde

## Résumé

- Provide sales force analytics support to Novartis internal customers (Country / Regional marketing and sales teams) on various high complexity sales force analytical reports.
- Facilitate data enabled decision making for Novartis internal customers by providing and communicating qualitative and quantitative analytics.
- Support business in building practice by involving in various initiatives like knowledge sharing, on-boarding and training support, support team lead in all business related tasks / activities, building process documentation and knowledge repositories.
- Direct team management, via demonstration of strong leadership and role modelling skills, of a defined Regional/CPO/Global BF, Hyderabad Sales Force Effectiveness Team to enable delivery of Sales force effectiveness and field force operations analytical support to the CE&E, BE&E teams worldwide. Also responsible for developing and coaching Sales Force Effectiveness team at Hyderabad in line with Novartis people development requirements and Novartis Values and Behaviors

## About the Role

Position Title: Team Lead (Call Planning)

Location – Hyd |India| #LI Hybrid

### About the Role:

Acts as a function level SME, works on multiple client engagements with collaborating with teams members to produce high quality results. Provide though leadership and innovation, lead initiatives of process excellence and possesses very strong analytical skills

### Your responsibilities include, but are not limited to:

- Acts as a function level SME, works on multiple client engagements with small teams of 2-5 members to produce high quality results
- Provide though leadership and innovation, lead initiatives of process excellence and possesses very strong analytical skills
- Help develop new service offerings in close collaboration with functional and account management teams
- Create and deliver below customer requirements as per agreed SLAs (timeliness, accuracy, quality, etc) and drive excellent customer service
  - Territory alignment
  - Call plan management
  - Territory action plan report

- Activity (QTQ) performance reports
- Others SFE support
- Deliver services through structured project management approach with appropriate documentation and communication throughout the delivery of services
- The responsibilities for this role include but not limited to deliver Call planning/ Refinements / Territory Alignments / Incentives independently with high quality, on time, error-free and in line with requirements.
- Able to communicate effectively and handle client calls independently. Should be able to contribute to ideas in team huddles for process improvements. Continuously improve processes by eliminating redundancies and inefficient process.- Should have proven ability to guide and Onboard new members quickly.
- Should be able to cross collaborate and identify bottle necks in newer processes or launches
- Build and deliver below customer requirements as per agreed SLAs (timeliness, accuracy, quality, etc) and drive excellent customer service
- Hands on to Customer segmentation & targeting, Field-force optimization, Territory alignment, Incentive compensation (Plan-Design-Admin), Territory sales performance reports, Activity (QTQ) performance reports, Others SFE support, Call plan management and Territory action plan report
- Deliver services through structured project management approach with appropriate documentation and communication throughout the delivery of services

#### **What you'll bring to the role:**

- Should be customer service oriented and strong and proactive business results-focus, and proven track record to provide insights that increase efficiency
- Support team leaders in recruitment and on-boarding of new associates within the organization. Leads capability building by actively prioritizing various knowledge sharing sessions that enables growth and improves quality of CSP Hyd deliverables across the function.
- Stay in sync with all internal functional operating procedures like time tracking, critical metric tracking and strong analytical thinking with problem solving approach.
- Build and maintain standard operating procedures (SOPs), quality checklists that will enable excellent quality outputs for all outputs within the function. Develop and maintain knowledge repositories that captures qualitative and quantitative reports of brands, disease areas, macroeconomic trends of Novartis operating markets, etc.
- Reporting, and other internal systems and processes. Comply to all Novartis operating procedures as per legal / IT / HR requirements

#### **Desirable requirements:**

- University/Advanced degree is required, Master's degree in fields such as business administration, finance, computer science or technical field is preferred
- Experience (8+ years) in |Hands-On | Snowflake (SQL), ETL, Data Model Design IC, Pharma Analytics in a market research firm or pharmaceutical company or Pharma KPO and should have an understanding of Pharmaceutical business including its regulatory environment.
- Hands on to Dataiku, JCPM, JAMS, Python, SQL, Excel, Powerpoint, Zaidyn (good to have). Experience on JTD is required in case of Alignment hiring. Should be keen on learning new tools and techniques and adapt to technological transformations

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: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

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.

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 [diversityandincl.india@novartis.com](mailto:diversityandincl.india@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear 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>

Division

Operations

Business Unit

CTS

Emplacement

Inde

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Commercialisation

Job Type

Full time

Employment Type

Regular  
Shift Work  
No  
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## 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 [diversityandincl.india@novartis.com](mailto:diversityandincl.india@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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