

# Head of Customer Strategy & Operations

Job ID  
REQ-10007422  
Sep 03, 2024  
China

## Summary

Customer Strategy & Operation Excellence

## About the Role

### Major accountabilities:

- Strategic vision to operation execution with innovative entrepreneurship & Broad vision mindset
- Marketing Customer & solution driven, good at planning
- Digital and Omnichannel transformation with business impact
- Agility in cross function collaboration, eg. NTO, business, distributor
- Establish end-to-end RLT supply solutions in collaboration with external distribution and logistics partner
  - Ordering: Accurate order consolidation and robust demand forecast – minimizing over ordering/under ordering, ordering system support and commercial/clinical orders processing
  - Oversee the entire delivery process, coordinating with external distribution and logistics partner to ensure timely delivery of Pluvicto. The specific responsibility entail Customs clearance and relevant documents application, domestic airfreight coordination, reception timing alignment etc.
  - Promptly address any unforeseen circumstances during the delivery process, such as order cancellations/rescheduling or transportation delays, collaborate with site leader /nurse, and if necessary, directly engage in communication with hospital stakeholders to facilitate rescheduling
  - Adverse Event Report and Medical Enquiry
- Build and maintain internal and / or external networks -Provide input and guidance to the Data Strategy and Acquisition Lead on the development and maintenance of the data strategy for each brand /indication.
- Seeks out and interprets key trends in digital marketing, in order to drive necessary focus and innovation for business growth -Developing and implementing digital solutions that focus on addressing patient needs and improving patient outcomes with a positive impact and return on investment for our business.

### Minimum Requirements:

- Expertise in supply chain management, ability to monitor and mitigate the risks caused by high logistics complexity and unplanned incidents (e.g., last minute cancellation, etc.)
- In-depth understanding of China market and multi-cultural management
- Familiarity with Radio Dangerous Goods regulatory compliance (relevant certificates required)
- Manage to lead a sizable business organization operation in large life science companies
- Build & deploy integrated care solutions to improve system of care access
- Lead, shape and deploy an omnichannel and customer experience strategy
- Manage a large product portfolio with critical product launch in complex market with digital initiatives

- 10-15 years healthcare industry experience, with a focus on operation excellence

**Languages :**

- English and Chinese

**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

China

Site

Shanghai (Shanghai)

Company / Legal Entity

CN06 (FCRS = CN006) Beijing Novartis Pharma Co., Ltd

Functional Area

Marketing

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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