

# Group Manager, MSL

Job ID  
REQ-10019981  
Sep 05, 2024  
Japan

## Summary

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## About the Role

### Major Accountabilities

- Provide excellent coaching for MSL members to continuously improve actionable insight generation and establish a strong strategic long-term engagement with HCP/HCS. Approximately 50% of the MSL group manager's time should be spent on coaching.
- Collect and generate actionable insights from HCP/HCS/Patients on healthcare ecosystem and treatment landscape both at national and area-specific level, to be incorporated into Novartis launch strategies and tactics
- In collaboration with MSLs and the Medical Lead, creation of field medical strategic and tactical plans (MEEP), aligned with Japan medical franchises and Medical Excellence and Execution. Accountable for execution of plans.
- Create/Drive improved treatment pathways in collaboration with MSLs, Medical Lead and other relevant functions (e.g. V&A, Ecosystem), engaging with National/Local HCP and HCS
- Up-to-date scientific training of field medical team to support timely and robust scientific discussion with HCP/HCS
- Guideline related communication to ensure appropriate positioning and patient access
- Provides holistic view of Japan MSL effectiveness through the development and analysis of KPIs, reporting dashboards, and Japan MSL value communications to leadership; communicates Japan MSL value and impact to the broader organization
- Support RC/IIT

### Key Performance Indicators

- Quality and quantity of field medical activities and actionable insights
- Voice of Customer feedback on scientific quality of MSL interactions

- Customer NPS score in relation to trust and reputation

Education:

- Bachelor's degree

Languages:

- Japanese, Intermediary English

Experience/Professional requirement:

- Proven ability to lead and coach MSLs on communication and presentation skills, including ability to effectively communicate medical data/concepts
- Ability to organize, prioritize and work effectively on multifunctional and diversified teams and inspire the team to do the same.
- Preferred – People Management experience
- Preferred - Experience with agile project management
- Strong logical and strategic thinking capability
- Interpret, communicate and implement medical/scientific strategies to direct reports
- Streamline and provide structure to insight collection process by MSLs

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