

# Service Markets Business Manager

Job ID

REQ-10031977

Dec 10, 2024

Kazakhstan

## Summary

- Supports the strategy, operations, and sales of the product portfolio for Mongolia & Armenia.
- Works closely with Mongolia & Armenia stakeholders (service providers) to deliver sales and profits

## About the Role

Job Description

### Major accountabilities:

- Manages and supports the overall performance of Novartis products in Mongolia & Armenia, collaborating with regional Service Providers to set strategy for current and future product portfolio components, delivering sales and profits within agreed budgets, and providing effective leadership of its business divisions, functional groups, and support teams.
- -May represent the country organization at the regional forum, ensuring strategic and operational coordination across the region.
- -Contributes to the shaping market-relevant assets to become Standard of Care.
- Communicates clear country business vision and strategy (based on global vision/strategy) and ensure that these are reflected in a focused, lean, and responsive country organization.
- Supports in overseeing in-country joint ventures, in-licensing agreements, and other business relationships that impact long-term company results
- -Supports the development of an excellence-oriented and customer-focused culture, fostering innovation, and building best-in-class teams that fully exploit all market opportunities, and internal systems, programs, and tools
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable)
- o Ensure end to end contract management between NPhS and Service Providers for FF and Marketing contracts in CMT now and FF and Marketing, RA and PV/QA contracts with NTLE in future within S2P project (business owner in SIM for both service providers)
  - o Ensure joint annual planning with service provider including procurement activities to determine (1) number and level of personnel required (2) number of visits and related brand allocation for service provider personnel (3) bonus plan for service provider (4) annual calendar of brand activities (5) level of agency fee.
  - o Based on annual planning ensure correct cost center list in SAP for both markets
  - o Establish processes to meet QA/PV requirements and ensure changes due to requirements changes (TPQQ classification project for Mongolia & Armenia to meet QA/PV requirement valid from Jun'24)
  - o Ensure full administration of Regular Quarterly Business review with service providers – arrange

appointment, participant list, agenda collection, pre-reads, minutes and follow-up

- o Ensure all training administration for external providers personnel - arrange appointment, participant list, agenda collection, pre-reads, minutes and follow-up
- o Develop and maintain end to end process for all events with related points of control
- o Ensure execution end to end process for all events & materials (including RMP) – preparation, check, approval and closure in both BeSure and Fuse systems
- o Ensure all promotional activities/events supportive documents checking as well as e-mail invoices approval as business owner (in future CC owner and PO approver within S2P project)
- Market access and medical activities for new products/launches and related pricing activities (business cases)

**Key performance indicators:**

- Financial & Business results (Revenue growth, Profitability, Market share)
- -Operational Excellence (Delivery against development milestones, Product launch success)
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**Minimum Requirements:**

**Work Experience:**

- Field Management or / and Product Management
- Operations Management and Execution.

**Skills:**

- Agility.
- Business Development.
- Commercial Excellence.
- Cross-Functional Collaboration.
- Customer Orientation.
- Digital Marketing.
- Healthcare Sector Understanding.
- Influencing Skills.
- Inspirational Leadership.
- Joint Ventures.
- Market Access.
- Market Share.
- Market Trend.
- Marketing Strategy.
- Medical Affairs.
- Negotiation Skills.
- People Management.
- Priority Disease Areas Expertise.
- Product Launches.
- Product Lifecycle Management (PLM).
- Profit And Loss (P&L).
- Stakeholder Engagement.
- Strategic Partnerships.

**Languages :**

- English.
- Mongolian is a big advantage

**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

Kazakhstan

Site

Kazakhstan

Company / Legal Entity

KZP0 (FCRS = CH024) NPHS Almaty RO Kazakhstan

Functional Area

Commercial & General Management

Job Type

Full time

Employment Type

Regular

Shift Work

No

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