

# Customer Experience Manager

Job ID  
REQ-10053733  
Jun 03, 2025  
United Kingdom

## Summary

#LI-Hybrid

Location: London (The Westworks)

Relocation Support: This role is based in London (The Westworks). Novartis is unable to offer relocation support: please only apply if accessible.

## About the Role

As a Customer Experience Manager, you will play a pivotal role in enhancing customer satisfaction and driving brand loyalty. Your efforts will directly impact how customers perceive and interact with our brand, ensuring they have a seamless and positive experience at every touchpoint. By leading the development of promotional activities and collaborating with cross-functional teams, you will help shape the future of our customer engagement strategies. This is an exciting opportunity to make a significant difference in the lives of our customers and contribute to the growth of our brand.

## About the Role

### Key Responsibilities

- Prepare content for Integrated Brand Teams and Launch Teams to ensure cohesive brand messaging.
- Execute, monitor, and analyze agreed tactical plans to ensure brand growth.
- Lead the development of promotional activities in line with internal SOPs and Code of Conduct guidelines.
- Monitor and control brand budgets, forecasts, and expenses to evaluate cost effectiveness and results.
- Identify market insights and opportunities through customer interactions.
- Execute central and regional marketing activities to support brand objectives.
- Monitor product performance and external environment, taking corrective actions as needed.
- Collaborate with Marketing and Medical teams to maximize activities and identify specific needs for each patient segment within the assigned territory.

### Essential Requirements

- Proven cross-cultural experience to effectively manage diverse teams and customer interactions.
- Strong project management skills to oversee and execute marketing initiatives.
- Expertise in operations management and execution to ensure smooth implementation of strategies.
- Excellent agility and adaptability to respond to changing market conditions and customer needs.

- Proficiency in digital marketing to enhance brand presence and customer engagement.
- In-depth understanding of the healthcare sector to align marketing strategies with industry standards.

### **Desirable Requirements**

- Strong influencing skills to effectively drive marketing strategies and initiatives.
- Experience in stakeholder management to build and maintain strategic partnerships.

### **Commitment to Diversity:**

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

### **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:**

Competitive salary, Annual bonus, Pension scheme, Share scheme, Health insurance, 25 days annual leave, Flexible working arrangements, subsidized dining facilities, Employee recognition scheme, learning and development opportunities.

### **Join our Novartis Network:**

If this role is not suitable to your experience or career goals but you wish to stay connected to learn 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

International

Business Unit

Universal Hierarchy Node

Location

United Kingdom  
Site  
London (The Westworks)  
Company / Legal Entity  
GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.  
Functional Area  
Marketing  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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