

# Customer MKT&Experience Lead CH - Temporary

Job ID

REQ-10056878

Jul 02, 2025

Portugal

## Summary

- Explore, develop, implement and evaluate Digital innovation solutions that address customer needs. Co-create with key stakeholders to build partnerships and collaborations -Leads the delivery of multiple projects across a variety of creative and marketing channels, including print and digital media. Develop and coordinate project plans across the design, development and production stages of a project to support the successful delivery within set KPI's. -Works in collaboration with brand teams, technical teams and all functions to maximize value. -Provides consultancy, advice and assistance on strategy for commercialization of products, and influence marketing/Marketing Sales Operation team on decision making on Sales Force resource allocation in most optimal ways, through delivery of proven analytics based projects. -Provide analytics support to Novartis internal customers

## About the Role

### Major accountabilities:

- Planning and management, Gather requirements to develop detailed Project plans and Project estimations to task level.
- Proactively assist the Business to identify upcoming conflicts and resource gaps.
- Serve as interface with the global and local Brand teams on Project Planning and delivery management.
- Leads and delivers projects for Regional and global teams, ensuring adherence to time-lines and quality objectives.
- Ensures delivery of efficient and high-quality deliverables.
- Manages an efficient and high-quality team that promotes synergy and best practice sharing among resources, drives collaboration with Country Organizations in managing high standards of communication and delivering best in class services.
- Provide guidance on training requirements in relation to Commercial processes -Takes initiative to drive standardization of reports across brands

### Key performance indicators:

- Quality and accuracy of forecast assumptions.
- Good customer satisfaction scores.
- Ability to manage multiple stakeholders / projects.

### Minimum Requirements:

#### Work Experience:

- Cross Cultural Experience.
- Project Management.

- Operations Management and Execution.

## **Skills:**

- Agility.
- Analytical Thinking.
- Brand Awareness.
- Building Construction.
- Business Analytics.
- Cross-Functional Collaboration.
- Digital Marketing.
- Marketing Strategy.
- Media Campaigns.
- Project Management.
- Sales.
- Stakeholder Engagement.
- Stakeholder Management.
- Strategic Marketing.

## **Languages :**

- English.

**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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<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

Portugal

Site

Sintra

Company / Legal Entity

PT05 (FCRS = PT005) PT Pharma

Functional Area

Marketing

Job Type

Full time

Employment Type

Temporary (Fixed Term)

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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