

# Field Excellence Manager

Job ID

REQ-10077134

May 06, 2026

LOC\_IE

## About the Role

### Job Purpose

Drive field performance and operational excellence by enabling robust incentive models, territory alignment and clear KPI frameworks for Commercial field teams. The role ensures field operations are data-driven, compliant, and aligned with international standards, brand priorities and local regulatory requirements.

### Major Accountabilities

#### Field Incentive Design & Governance

- Support the design and operationalization of Commercial field incentive schemes based on international guidance and local workforce planning.
- Prepare decision-making inputs such as scenario models, payout curves and impact analyses for TA and Sales leadership.
- Coordinate with Finance and People & Organization to validate incentive calculations and budget guardrails.
- Liaise with DAP teams and external vendors to integrate benchmarks and data sources into incentive design.
- Partner with CRM and field system owners to support incentive implementation.

#### Territory Design & Alignment Operations

- Own execution of territory design and alignment processes ensuring accuracy and feasibility.
- Lead territory mapping, rep placement analytics and call plan generation; strategy remains owned by TA .
- Ensure territory changes are fully implemented in systems in partnership with CRM owners.
- Apply International ICE segmentation and targeting standards in territory operations.

#### Operational Excellence Frameworks

- Drive continuous improvement of incentive and field operations processes.
- Partner with DAP and CRM teams to ensure data, dashboards and AI-enabled tools are adopted by field teams.

#### Field KPIs & Performance Insights

- Ensure alignment of Commercial KPIs with international and local strategies.
- Integrate ICE KPIs for consistency across execution models.
- Analyze field performance data and translate insights into improvement actions.

#### Go-to-Market & Field Force Resource Guidance

- Support launch go-to-market design and implementation aligned with international guidance.
- Propose field force size, structure and deployment scenarios
- Support HCP tiering and call planning using ICE and funnel analytics inputs.

## Key Performance Indicators

- Timely and high-quality delivery of incentive models and diagnostics.
- Accuracy of incentive calculations with minimal corrections.
- Adoption of field KPIs and dashboards by Commercial leaders.
- Stakeholder satisfaction across Sales, TA, Finance and P&O.

## Ideal Background

### Education

- University degree in Business, Engineering, Life Sciences, Economics or related field; advanced degree preferred.

### Experience & Skills

- Experience in pharma or biotech commercial operations, analytics or field excellence.
- Proven exposure to commercial incentive design and payout modelling.
- Strong analytical skills and experience with CRM, BI and segmentation tools.
- Ability to translate data into actionable insights for leadership decision-making.

## Role Requirements

**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>

**Benefits and Rewards:** Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Division

DIV\_IM

Business Unit

General Management

Location

LOC\_IE

Site

Dublin (Country President Office (CPO))

Company / Legal Entity

IE02 (FCRS = IE002) Novartis Ireland Ltd

Functional Area

FCT\_SA

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

Job ID

REQ-10077134

## Field Excellence Manager

**Source URL:** <https://jobapi.novartis.com/req-10077134-field-excellence-manager>

**List of links present in page**

1. <https://jobapi.novartis.com/req-10077134-field-excellence-manager>
2. <https://www.novartis.com/about/strategy/people-and-culture>
3. [https://www.novartis.com/sites/novartis\\_com/files/novartis-life-handbook.pdf](https://www.novartis.com/sites/novartis_com/files/novartis-life-handbook.pdf)
4. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/Dublin-Country-President-Office-CPO/Field-Excellence-Manager\\_REQ-10077134](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Dublin-Country-President-Office-CPO/Field-Excellence-Manager_REQ-10077134)
5. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/Dublin-Country-President-Office-CPO/Field-Excellence-Manager\\_REQ-10077134](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Dublin-Country-President-Office-CPO/Field-Excellence-Manager_REQ-10077134)