

Head Execution Excellence

Job ID

REQ-10086218

Aug 24, 2026

LOC_KR

About the Role

The Execution Excellence enabling unit comprises five core capabilities - Field Excellence, Integrated Insights, Data, Analytics & Platforms (DAP), Capability Building, and Customer Excellence. It operates with a targeted cross-functional remit: TAs and Value & Access are supported across all five capabilities, while Medical Affairs is supported exclusively through DAP & Capability Building, maintaining strict functional independence throughout.

Field Excellence

Strengthen field performance in TA and Value & Access by enabling data-driven HQ decisions, optimizing territory structures, and aligning field resources with brand cross functional priorities.

- Support the design and operationalization of field performance evaluation plans, Value & Access field metrics, territory structures, and field force sizing in alignment with internal/external benchmarking and continuous workforce planning perspectives (final accountability remains with TA and Value & Access leads)
- Implement balanced territory structures, revise territory maps, conduct rep placement analytics, and generate actionable insights while respecting functional boundaries.
- Recommend optimal field force size and organizational structure to support launch brands and Value & Access expert engagement plans.
- Build ambitious, competitive, motivational and compliant performance evaluation models, reward systems to ensure financial targets are achieved.
- Sets competitive in-field metric KPIs and ensures they're delivered

Integrated Insights

Act as a business partner to TA and Value & Access leads by transforming data into actionable insights to execute launch plans, sustain brand performance, enhance Value & Access field metrics, inform market model consolidation and support HQ/regional/global decision-making process in resource allocation & optimization, while preserving functional boundaries across TA and Value & Access.

- Deliver integrated metrics and measurements, and business insights to guide decision-making.
- Partner with finance to generate the analytical insights and cross functional consolidation needed for business decisions, including brand performance, market modelling assumptions, and resources-workforce planning optimization.
- Lead market research planning including patient journey mapping, segmentation, and market sizing, medical, payers research, and competitive assessment.
- Conduct deep-dive analyses using internal & external data sources; manage external data acquisition & liaise with external partners based on current/future needs, to enable business and operational insights generation, anticipation of trends for supporting better data-driven TA and Value&Access decisions.
- Map competitive dynamics, industry evolution, healthcare system trends, and digital/technology developments for each

Data, Analytics & Platforms (DAP)

Localize and operationalize global digital frameworks, delivering trusted technology platforms and data capabilities that enable informed, cross-functional decision-making.

- As per HQ/regional/global guidelines, drive standardization including tools/processes/data and maintain a federated, trusted view of business-critical data
- Define business rules for data processing and ensure end-to-end data quality across TA, Medical, and Access, including CRM data platforms management.
- Define and maintain data sources, processing and quality for TA, Medical, and Access Global KPI reporting
- Liaise with Integrated Insights to develop dashboards and reporting tailored to functional needs
- Drive change management and ensure proper adoption of technology platforms and assets developed by International
- Enable tech readiness for global execution excellence initiatives (e.g. ICE, IMEx, IpEx, etc.)
- Manage AI products that enhance customer engagement and productivity
- Partner with Capability Building for strengthening technology, digital, AI savviness, skillsets and adoption.

Capability Building

Deploy industry-leading capabilities, incl. AI - aligned with global priorities—across TA, Medical Affairs, and Value & Access to enhance performance and future-readiness, leveraging effective knowledge management.

- Assess capability needs across TA, medical and V&A in alignment with International global priorities, including building on outside in perspective of market context/trends in specific domains.
- Deploy and deliver business learning/curriculum programs tailored to country needs.
- Set standards for learning governance, measurement, and effectiveness.
- Execute/deliver global learning experiences and tools, in partnership with functional teams.
- Maintain effective partnerships with external vendors to ensure high-quality & efficient budget mngt for training local adaptations and/or deployment of globally developed materials/programs/curricula.

Customer Excellence

Serves as the execution engine for integrated customer excellence across TA, and Value&Access, ensuring launch readiness reviews are efficiently planned and prepared, content is activated across channels, and customer engagement is orchestrated with precision.

- Ensure content readiness and activation across field technology platforms and channels.
- Validate customer journeys and guide omnichannel excellence.
- Coordinate congress logistics and vendor management.
- Implement frameworks to optimize promotional and access resource deployment.
- Drive implementation of ICE, IPEx, promotional excellence (process, quality of OneBrand plan, KPI, consistency, promotional spend etc) & launch excellence (quality, KPI and continuous improvement).

Leadership & Culture

- Lead a neutral enabling unit and coordinate cross-functional teams (TA, Medical, Value & Access) to deliver enterprise/market priorities.
- Build a high-performance culture; oversee recruiting, performance, and coaching; develop critical capabilities and

talent pipelines.

- Attract, develop, and retain top talent while strengthening succession plans and capabilities across the country organization.
- Role-model Novartis Leadership Expectations, driving transformation, performance, self-awareness, and growth mindset.
- Demonstrate an ethical and compliance-driven mindset, navigating complexity with integrity and maintaining strict separation between medical and promotional activities.

Role Requirements

Division

DIV_IM

Business Unit

General Management

Location

LOC_KR

Site

Seoul

Company / Legal Entity

KR01 (FCRS = KR001) Novartis Korea Limited

Functional Area

FCT_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

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