NOVARTIS

Commercial & Medical Field Excellence Manager

Job ID
REQ-10081548
Oct 01, 2026
LOC_BE

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 timelines 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.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt.
- Distribution of marketing samples (where applicable)
- Ability to write clean and efficient code in Python, R, SQL, with expertise with cloud platforms and data platforms (experience with AWS, Snowflake is a plus)
- Ability to advise on and apply state-of-the-art analytics, machine learning to derive business insights and solve complex problems
- Good problem solving skills with ability to visualize and present results clearly to the business
- Ability to thrive in a multidisciplinary team and agile working environment (experience with Jira is a plus)
- Support Medical team with relevant data dashboards (Power BI) and maintain CRM/SalesForce for Medical Reps
- Strong collaboration with CRM Manager and Commercial Excellence Manager

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
- Business Analytics

- Cross-Functional Collaboration
- Digital Marketing
- Marketing Strategy
- Media Campaigns
- Sales
- Ability to write clean and efficient code in Python, R, SQL, with expertise with cloud platforms and data platforms (experience with AWS, Snowflake is a plus)
- Stakeholder Engagement
- Stakeholder Management
- Strategic Marketing
- Waterfall Model
- Project Management
- Project Planning
- Tools knowledge: Power BI, CRM/ SalesForce

Languages:

- English and preferably Dutch and/or French.

Role Requirements

Primary location salary range
€64,300.00 - €119,300.00
Division
DIV_IM
Business Unit
General Management
Location
LOC_BE
Site
Vilvoorde
Company / Legal Entity
BE03 (FCRS = BE003) Novartis Pharma nv-sa
Functional Area
FCT_MM
Job Type
Full time
Employment Type
Regular
Shift Work
No
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