

## Solutions Design Lead

Job ID  
REQ-10042358

2月 26, 2025

Portugal

### 摘要

Ensure the selection and deployment of innovative solutions (both digital and non-digital beyond the pill solutions) with the aim to address/solve specific pain points in the patient & customer journey. The ultimate goal is to accelerate time to treatment and ensure a better customer experience. Select and customize solutions from the solution portfolio that meet the needs of the customer, aligned with our strategy

### About the Role

#### Major Accountabilities

- Support Patient/Customer Journey mapping, pain points identification and prioritization.
- Support Commercial and Marketing teams, identifying possible solutions based on customer needs and feedback, facilitating processes from a practical field perspective and aiming successful implementation.

- Support the design and development of Solutions.
- Select the most appropriate solution from the solution portfolio, based on needs identified by the customer and marketing teams, the product life cycle (pre-launch, launch, break-even, peak sales, and maturity) and patient journey phase (diagnostic - treatment - adherence), and customer feedback.
- Customize solutions to suit the needs of Novartis and customer base.
- Support the Digital Medicines strategy by implementing digital solutions.
- Continuous interaction with multiple stakeholders; internally (Business Areas, market access, HEOR, public affairs, medical, digital, legal and compliance, procurement & purchasing, finance) and externally (customers, vendors, etc).
- Interact with external vendors, identifying project/ solution needs and supporting during the deployment stage.
- Partners with customers to collect information and gather insights to support solution design.
- Provide input into development of KPIs, especially as it relates to feasibility of measurement and optimal collection frequency.
- Monitor solutions implementation, implement corrective measures and measure impact, providing timely feedback to respective stakeholders
- Interact with others in a positive and constructive way, being open to diversity and aligned with corporate guidelines, in order to guarantee Novartis has a working environment free from all forms of discrimination and harassment as well as contributing to a positive and inclusive working environment.
- Work within Integrity and Compliance policies and ensure those around him/her do the same, complying with job Excellence Standards to contribute to the alignment with Novartis Global procedures and objectives.

#### Additional Specifications

#### Key Performance Indicators (KPIs)

- Brand Sales
- Patient Journey Optimization: 2xFaster, 2xMore and 2xLonger
- Customer experience: NPS

#### Ideal Background

- University degree preferably in economics, business and administration, life-sciences or Digital Marketing

#### Education & Qualifications

- University degree in Business and Administration, Economics or Scientific.
- Experience in service design/lean methodologies being a plus
- Advance degree in Life science and/or MBA as a plus

## Languages

- Local language
- Fluent in English

## Experiences and requirements

- Experience in marketing, customer experience, lean consultancy, digital and data.
- Track record of highly successful delivery and positive performance results
- Reliable self-starter, proactive, initiator, change agent.
- Demonstrable leadership skills and experience engaging with and introducing innovation into HCS
- In depth knowledge of customer/marketplace and key dynamics
- He/she must be comfortable working as the first employee in this new organization; in other words, a hands-on, roll up the sleeves approach will be essential
- Travel as required
- While entrepreneurial, ability to maintain the highest degree of integrity, represent the company ' s high ethics, moral behavior, and professionalism.
- The highest ethics and moral standards; unquestioned integrity needed for the complexity of this role
- International mobility preferable
- Cross-functional experience

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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部门  
International

Business Unit  
Innovative Medicines

地点  
Portugal

站点  
Sintra

Company / Legal Entity  
PT05 (FCRS = PT005) PT Pharma

Functional Area  
Marketing

Job Type  
Full time

Employment Type  
Regular

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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