NOVARTIS

# Senior User Researcher

Job ID
REQ-10090765

十月 29, 2026

Spain


## 摘要

Within DD&IT Experience & Adoption at Novartis, researchers own the research agenda for one or more product or experience domains, turning ambiguous business challenges into actionable evidence that improves digital experiences and informs product and business decisions.

This is a hands-on senior individual-contributor role. You will combine strong qualitative and quantitative expertise with sound judgement, partnering with product, design, engineering and business stakeholders to ensure research leads to meaningful action.


## About the Role

**Major Accountabilitie**

- **Own the research agenda:** Define research initiatives aligned with business priorities and evidence gaps. Frame decision-focused research questions and determine when new

studies, existing evidence or analytics offer the most value.

- **Conduct mixed-methods research:** Design and deliver end-to-end studies that apply appropriate sampling and methods for the problem at hand. Fluent triangulating insights from different sources.

- **Turn evidence into decisions:** Synthesize findings into clear, actionable recommendations, communicating confidence and limitations. Track how research influences decisions and subsequent outcomes.

- **Partner and influence:** Represent user needs in roadmap, prioritisation and design discussions, constructively challenging assumptions and helping stakeholders engage responsibly with research.

- **Strengthen research practice:** Mentor colleagues, improve methods and quality standards, and contribute reusable evidence to the shared insights repository.

- **Leverage AI responsibly:** Identify and apply AI where it can drive measurable efficiency in research workflows without compromising research quality or rigour.

- **Protect research integrity:** Ensure ethical, inclusive research and appropriate participant consent, data handling and documentation throughout the research lifecycle.

**Minimum Requirements**

- 8+ years of applied research experience in an applied research environment, such as product research or design research.
- Demonstrable expertise in both qualitative and quantitative methods.
- Ability to frame ambiguous problems and select proportionate approaches.
- A track record of research influencing meaningful product or business decisions.
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- Excellent written and spoken English and clear, credible communication with senior stakeholders.
- Accessibility and inclusive research expertise a plus.
- A bachelor's degree in human-computer interaction, cognitive science, psychology, statistics, anthropology, design research or a related discipline.
- Working knowledge of research ethics, consent, privacy and confidentiality.

*Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.*

**Expected Annual Base Salary Range for role: € 41,900.00 to € 77,700**

The base salary offered is determined based on gender-neutral objectives, such as relevant skills, competencies and experience in accordance with the Novartis pay setting policy and upon joining Novartis will be reviewed periodically.

In addition to your base salary, you may be eligible for a performance-based bonus depending on certain performance parameters.

The rewards of being part of our team go far beyond base pay and incentives. We also offer a variety of competitive benefits in kind to help you thrive personally and professionally, such as insurance plans, retirement plans, wellbeing resources and global recognition programs. In addition, we provide flexible and hybrid working options, where possible, and minimum 14 weeks paid parental leave.

Pay equity is a fundamental principle of our employment policy and reflects our commitment to create a diverse, equitable and inclusive environment that treats all employees with dignity and respect, as outlined in our Code of Ethics.

Read our brochure to learn more about our global total rewards offering:
https://www.novartis.com/sites/novartiscom/files/novartis-life-handbook.pdf

*Note: Benefits and compensation may vary by country and are subject to local legal requirements, including provisions of collective bargaining agreements where applicable. A full overview of your compensation package, including any relevant collective bargaining agreement details applicable to your role based on your employment location and Novartis employer entity, will be communicated separately to you during the application process.*

**Commitment to Diversity & Inclusion**

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

**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)

Primary location salary range
€ 41,900.00 - € 77,700.00

部门
Operations

Business Unit
General Management

地点
Spain

站点
Barcelona Gran V í a

Company / Legal Entity
ES06 (FCRS = ES006) Novartis Farmac é utica, S.A.

Functional Area
Information Technology

Job Type
Full time

Employment Type
Regular

Shift Work
No

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId: "kalturaplayer6ae3ed1374d43736544146", provider: { widgetId: "10m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop: false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu:

false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get: kPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if (kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if (kPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", // Default: bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default: alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable: true }; } if (kPlayer.plugins["preventSeek"]) { config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; } config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if (kPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; } if (kPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if (kPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if (kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if (kPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {}; config.plugins.googleTagManager.customEventsTracking = {}; config.plugins.googleTagManager.containerId = 'GTM-57RJQ5'; config.plugins.googleTagManager.customEventsTracking.custom = []; config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents: false, playlistEvents: false, castEvents: false } }; }

// Ensure the global player registry array always exists, regardless of embed type. window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise = thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() returns a Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to capture the player directly. thumbEmbedPromise .then(function(player) { window.kalturaPlayerVideos.push(player); // Notify kaltura datalayer.js that a new player is ready so it can // attach custom event listeners immediately, regardless of when // the user clicked the thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', { detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) { console.error(e.message) }

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