

Regional Delivery Manager

Job ID
REQ-10035309

1月 10, 2025

India

摘要

This role is part of Business Services International team at Novartis and Ideal candidate is expected to lead the delivery of HCP engagement plan developed through the combination of AI models and business insights for field teams across the priority brands and markets in a region. This may require collaborating with the stakeholders in different time zones. The incumbent is expected to support the International AI call plan product owner in delivery of day-to-day business needs for the brands sales teams in the markets and proactively find and address the risks, propose mitigation strategy and deliver the AI call plan milestones on time

About the Role

Position Title: Regional Delivery Manager (AI Call Plan)

Location - Hyd-India #LI Hybrid

Role Purpose

This role is part of Business Services International team at Novartis and Ideal candidate is expected to lead the delivery of HCP engagement plan developed through the combination of AI models and business insights for field teams across the priority brands and markets in a region. This may require collaborating with the stakeholders in different time zones. The incumbent is expected to support the International AI call plan product owner in delivery of day-to-day business needs for the brands sales teams in the markets and proactively find and address the risks, propose mitigation strategy and deliver the AI call plan milestones on time.

The candidate must have a firsthand experience in solving complex and critical business problems, engage with a cross functional stakeholder group and business functions, formulate integrated analytical approach to mine data sources, understand statistical methods and machine learning & AI approaches to discover actionable insights for field force.

Your responsibilities include but are not limited to

- Function as a Single point of contact (SPOC) for the stakeholders in region (across the brands) and support the International Product Owner in end-to-end project management, encompassing requirements gathering, work scoping, project plan development, stakeholder alignment, internal collaboration management, and resource allocation.
- Accountable for providing daily, weekly status updates to the International Product Owner along with the risks, risk mitigation plan. Responsible for implementation of the AI call plan delivery roadmap under the guidance of the International Product Owner
- Onboarding of the cross functional country teams during the AI call plan development process to avoid any surprises during the implementation phase. Contribute to the change management efforts at region level and support International Product Owner with preparation of content for presentations to Executive Leadership
- Provide functional ability to the business analysts on the market and brand dynamics. Provide daily status updates to International Product Owner on brand specific AI call plan progress across the region.
- Proactively plan and execute the meetings and updates to the cross functional team in the country. Collaborate with the different program leads across data engineering, data science, Agile, ML operations and IT.
- Support delivery of AI driven call plan milestones on time for field force while working in collaboration with multiple stakeholders across various Novartis organizations with a focus on field strategy, deployment, and enterprise analytics, including:
 - Execution and tactic effectiveness studies, quantifying impact using established strategic hypotheses, advanced analytics approaches, and consultative skills to synthesize results and communicate findings.
 - Responsible for the discussion and presentation of the AI call plan evolution, insights, rationale and outcomes to business (sales and brand teams)
- Ability to go in-depth into the data, finding data anomalies, gaps, preparation of storyline in PowerPoint for presentation to senior Brand leadership. Strong reasoning, analytical and storytelling skills are crucial for effective execution of this role.

What you ' ll bring to the role

- Experience in following areas (along with ability to translate the business requirements for data science and data engineering teams and provide business narrative of data science outcomes to the sales and brand teams)
- Firsthand experience with sales data, field engagement data, call plan process, Omnichannel engagement planning (Must have) and Opportunity assessment and customer prioritization (Must have). Resource optimization, field size and structure design (Must have)
- Call Planning and sound understanding of field engagement processes and commercial datasets (Must have). Experience in developing and scaling data science products at enterprise level and agile product development methodologies (Preferred)
- Understanding of algorithm design, development, optimization, scaling and applications with an ability to create reusable data science assets as service (Preferred). Omnichannel targeting strategy for field. Territory design and talent placement and Tactic and execution effectiveness measurement
- Ensure delivery of efficient, high-quality outputs to business stakeholders, and promote constructive collaboration and the sharing of best practices among cross-functional teams.
- Maintain exemplary communication with all business stakeholders, including internal associates, leaders, through regular updates focused on achievements, KPIs, best practices, staffing changes, and key events.
- Accountable for ensuring all team operations by completing project documentation, post-project activities, and the creation of SOPs, along with ensuring compliance in SNOW and other Ops processes.
- Experience in running the workshops with the business stakeholders to understand the brand and market dynamics, competitive landscape and challenges. Regional delivery manager is responsible to lead various workshops to find the business drivers and provide support to data engineering and data science team to translate business rationale into AI / ML modelling requirements.

Desirable Requirements:

- Graduate degree in an analytical field/ Life Sciences/ Medicine/ Science & Technology / advanced Statistics (minimum requirement) along with a post graduate degree in business management (preferred). Willing to work in shifts!
- Experience (10+ years) in functional/business consulting projects for pharmaceutical companies and ability to work independently. Experience with commercial (must), medical, patient services and market access functions. 5+ in leading projects with cross-functional teams and working in a matrix and geographically dispersed environment.
- Exceptional communications skills to engage senior stakeholders & influence decision-making. Strong analytical thinking with excellent problem-solving approach and high learning agility. Initiative-taking and results-focused, with proven ability to provide insights to increase productivity.

Why Novartis

Our purpose is to reimagine medicine to improve and extend people ' s lives and our vision is to

become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us!

Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

You ' ll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook.

<https://www.novartis.com/careers/benefits-rewards>.

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our

career opportunities, Join the Novartis Network here:

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Commitment to Diversity & Inclusion:

Novartis embraces diversity, equal opportunity, and inclusion. We are committed to building diverse teams, representative of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration and empowers our people to unleash their full potential.

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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<https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we ' ll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

部门
Operations

Business Unit
Innovative Medicines

地点
India

站点
Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
Sales

Job Type
Full time

Employment Type
Regular

Shift Work
No

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your contact information. Please include the job requisition number in your message.

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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