

Business Support Lead

Job ID
REQ-10042234

4月 02, 2025

Ivory Coast

摘要

The Business Support Lead is responsible for driving best-in-class performance in Francophone West Africa non focus countries in terms of performance management, third party contract management and distributors/wholesalers management. The Business Support Lead also works in collaboration with the Portfolio Managers, Supply chain and all relevant functions to ensure availability of Novartis products in non-focus FWA countries.

About the Role

Major accountabilities:

- Adapt and extend Novartis strategy to FWA non focus countries.
- Lead the third-party contract management and follow up on effective execution.
- Manage and drive the patient reach and inland sales performance, in FWA non focus countries in collaborating with KAM and Portfolio Manager.

- Manage wholesaler ' s stock level to ensure availability of novartis medicines and a proper inland sales generation.
- Lead pre-launch activities and support successful launches in non-focus country.
- Proactively shape the market environment, defend, and improve Novartis market position by developing strong, trust-based relationships with stakeholders (especially distributors, regulators, Pharma and Healthcare associations, patient groups, customers, key accounts, and KOLs).
- Organize events and other programs independently or with portfolio/medical department, in line with agreed tactical plans.
- Identify strategic accounts and execute annual account plans for each Non focus country.
- Role model ethical behaviours, exercise good judgement and principles-based decision-making.
- Create a trust-based environment that motivates associates to do their best and support.
- Reporting of technical complaints, adverse events, and special case scenarios related to Novartis products within 24 hours of receipt.

Key performance indicators:

- Country revenue, market share, profitability.
- Stock availability and distributors/wholesalers ' satisfaction.
- Successful launches in countries.

Minimum Requirements:

Education:

University degree in science and/or Business or equivalent is preferred.

Job Dimension:

Impact on the Organization: Strong impact on countries performance.

Work Experience:

- 3-5 years Sales and Operational experience in customer-facing roles.
- Launch experiences

Skills:

- Proven sales management ability in healthcare and/or pharma business.
- Experience in establishing and managing strategic partnerships.
- Excellent cross-functional collaboration skills, with the ability to partner across external stakeholders and internal functions.
- Well-developed understanding of country regulatory and market environments.
- Excellent oral and written communication and presentation skills.
- Excellent persuasive and influencing skills.
- Highly developed organizational skills.

Languages :

- English.

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
Corporate Affairs

Business Unit
Innovative Medicines

地点
Ivory Coast

站点
Ivory Coast

Company / Legal Entity
CI02 (FCRS = CI002) NPHS AG Ivory Coast NTLE

Functional Area
Commercial & General Management

Job Type
Full time

Employment Type
Regular

Shift Work
No

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