

Innovative Services & Solutions Manager

Job ID
REQ-10042814

4月 01, 2025

Italy

摘要

Are you looking for a unique opportunity with a focus on innovative services within the Pharma industry? Novartis is looking for an Innovative Services & Solutions Manager!

This is a newly created role where you will have end-to-end responsibility for designing, developing and scaling innovative solutions with the aim of solving specific pain points in patient and customer journeys, and strongly contribute to shaping the national healthcare ecosystem. Your ultimate goal will be to accelerate the time to treatment and ensure better health outcomes with an improved patient and customer experience.

About the Role

Key responsibilities:

Your responsibilities include, but are not limited to

- Develop the strategy to improve the patient and customer journey and accelerate the time to treatment and disease management.
- Be the SPOC for the Innovation team in TAs.
- Contribute to analyzing the patient and customer journey as well as regional needs, by identifying and prioritizing pain points and clearly defining the problems to solve.
- Design solutions that respond to those problems by leveraging on existing ideas / products or designing from scratch when needed.
- Leverage on new technology and data to reimagine and envision the patient journeys of the future and to build scalable solutions.
- Be responsible for the execution, monitoring, analysis and scaling of the agreed solutions in order to ensure the growth of the brand(s) and impact in NHS. Be persistent and agile in doing so! Prototype and test quickly, iterate and build impact over time.
- Monitor and control budgets, forecasts and expenses and assess the solution portfolio of the larger team to evaluate cost effectiveness and results.
- Identify new opportunities via customer interactions, in-field experience and collaboration with cross-functional local/international teams.

Essential Requirements:

- Proven ability and experience in managing (innovative) projects firsthand
- Strong ability to work in cross-functional teams.
- 5+ years of experience in an innovation-driven or start-up context.
- University Degree in Engineering, Business and Administration, Marketing or Medicine.

- Strategic thinker with analytical and creative problem-solving abilities.
- Experience in building digital solutions and exploring new possibilities with technology.
- Data literacy, with the ability to interpret data to direct change according to agreed objectives and ability to educate others accordingly.
- Self-starting, intellectually curious and creative individual with experience operating in uncertain or challenging contexts.
- Accountable, responsible and willing to take ownership.
- Experience prioritizing and managing multiple projects simultaneously.
- Experience communicating to a variety of audiences.
- Advanced communication skills (oral and written) in English (fluent).
- Service design and Customer experience qualifications are a plus.
- Pharma business acumen is a plus

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 will 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>

Commitment to Diversity and Inclusion: Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve

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

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

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <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

International

Business Unit

Innovative Medicines

地点

Italy

站点

Milano

Company / Legal Entity

IT08 (FCRS = IT008) Novartis Farma S.p.A.

Functional Area

Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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