

Head of Supply Chain Management & Customer Service

Job ID
REQ-10085343
авг 12, 2026
Израиль
Available in: English

Сводка

#LiHybrid
Location: Tel Aviv, Israel.

This role is based in Tel Aviv, Israel. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

The Head of Supply Chain Management and Customer Service Israel is responsible for developing and implementing the country's supply chain strategic, tactical, and operational plans and for ensuring accountability for their execution.

The role aims to optimize supply chain performance, support clear decision-making to ensure the availability of medicines and products, and minimize working capital and costs while maintaining compliance with quality and regulatory requirements.

About the Role

Major accountabilities:

- Ensure effective governance of supply chain processes and alignment of key accountabilities with global supply chain strategies, standards, and procedures, including S&BP (Sales & Business Planning), W&D (Warehouse & Distribution), country demand planning, supply planning, and collaborative planning processes.
- Develop demand and inventory policies by analyzing key supply chain factors. Provide strategic input to short- and medium-term business plans, including financial and volume inventory projections to support decision-making and communicate business implications. Minimize obsolescence costs through effective inventory management and ensure forecasting data is collected, consolidated, and accurately projected.
- Manage logistics, warehousing, and distribution by monitoring 3PL operations, ensuring high customer service levels, controlling warehouse and distribution budgets, and identifying opportunities to improve operational efficiency.
- Lead life-cycle management activities by coordinating and aligning local functions across launches, production transfers, technical life-cycle management projects, manufacturing changes, partnering, divestment, and pruning initiatives.
- Operate a sustainable and effective country-level S&OP (Sales & Operations Planning) process.
- Manage order management activities by ensuring compliant supply chain financial reporting, reconciliation, and monthly and yearly closing. Own the toll reconciliation process and drive continuous improvements in financial reporting and toll reconciliation.
- Oversee distribution channels and customer service. Maintain the contractual framework and follow up with clients.
- Serve as people manager for the supply chain team, overseeing resource allocation, hiring, development, retention, objectives, and targets aligned with business priorities and KPIs. Provide leadership and direction, support team members, and ensure they are qualified, competent, motivated, and working safely and compliantly.

Essential requirements:

- University degree of Supply Chain Management / Science / Economics / Finance / Industrial Engineering.
- At least 5-7 years' experience in managerial capacity with positions as Head of Supply Chain Management (pharmaceuticals, food, FMCG) or Logistics Manager of a Pharma industry.
- Proven leadership skills.
- Advanced stakeholder management skills.
- Fluent in Hebrew and English.

Commitment to Diversity and Inclusion / EEO paragraph

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 \(PDF 30 MB\)](#)

Дивизион
Operations
Business Unit
Product Supply Chain
Место
Израиль
Сайт
Israel
Company / Legal Entity
IL04 (FCRS = IL004) Novartis Israel

Functional Area
Technical Operations
Job Type
Full time
Employment Type
Regular
Shift Work
No

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