

Medical Field and Customer Excellence Manager

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Ирландия

Сводка

As a key member of the Country Medical Affairs organization, the Medical Field and Customer Excellence Manager ensures consistent, compliant, and high quality execution of medical activities. The role translates medical strategy into operational excellence by driving Medical Excellence frameworks, strengthening governance, enabling customer centric field execution, and supporting capability building across Therapeutic Areas. Acting as a connector between Medical Affairs, Execution Excellence, and regional and international teams, the role enables measurable, impactful Field Medical performance.

About the Role

Job Purpose

Ensure high-quality, compliant, and customer-focused Field Medical execution across the product lifecycle by translating Medical strategy into aligned processes, metrics, and capabilities. The role supports Medical Excellence, governance, CRM and content activation, and capability development, ensuring consistent execution aligned with country, regional, and international standards.

Job Dimensions

Financial Responsibility

No direct budget ownership; contributes to efficient use of medical resources through robust governance, operational excellence, and capability building.

Decision Making

Supports strategic and operational decisions related to country Medical Excellence priorities, Field Medical metrics, process harmonization, and compliance frameworks.

External / Internal Stakeholder Interface

Internal: Country Medical Affairs, Therapeutic Area Medical Leads, Execution Excellence, IMACE, Medical Governance, Medical Operations, Legal, ERC, Pharmacovigilance, Purchasing.

External: Selected vendors and service partners supporting medical operations and excellence initiatives.

Impact on the Organization

Ensures consistent, compliant, and efficient medical strategy execution; strengthens Field Medical capabilities; enables harmonized ways of working and measurable Medical Excellence outcomes.

Major Accountabilities

Strategic Medical Excellence & Governance Alignment

- Translate Therapeutic Area and Disease Area priorities into clear country-level Medical Excellence focus areas.
- Lead alignment and adaptation of Medical Excellence measurement frameworks (e.g. BEST, ALPER) to Field Medical needs.
- Align Medical Excellence priorities and metrics with the Country Medical Head and Therapeutic Area leaders.
- Act as a strategic connector between Therapeutic Areas, Execution Excellence, Regional Field Medical Excellence, and IMACE.
- Drive cross-TA harmonization of processes, planning, and medical ways of working.
- Ensure compliance with regional and international Medical Excellence standards and governance requirements.

Medical Field & Customer Excellence

- Enable measurement, reporting, and analysis of Field Medical KPIs and metrics.
- Coordinate Field Medical excellence assessments such as STEM, Voice of Customer, and C360.
- Support data-driven planning, segmentation, and IMEx adoption across Therapeutic Areas.
- Ensure operational support for medical meetings, events, advisory boards, and customer engagements.
- Enable consistent operational processes across Therapeutic Areas.

Execution, CRM & Operational Excellence

- Support deployment of country Medical Excellence projects (e.g. IMEx).
- Ensure scientific content adaptation, localization, tagging, and MLR approval.
- Coordinate handover of approved content to Execution Excellence for CRM and platform activation.
- Support CRM and activity-tracking tool adoption in collaboration with Medical Operations and Execution Excellence.
- Drive simplification, documentation, and continuous improvement of medical operational processes.
- Promote adoption of AI-enabled tools supporting execution excellence and coaching.

Capability Building & Collaboration

- Identify and harmonize Field Medical capability needs across Therapeutic Areas

- Partner with Execution Excellence to deliver and evaluate capability-building initiatives.
- Promote excellence in scientific communication, evidence interpretation, and strategic medical skills.
- Facilitate alignment between country, regional, and international Medical Excellence initiatives.

Key Performance Indicators

- Adoption of Medical Excellence frameworks across Therapeutic Areas.
- Quality and completeness of Field Medical KPI reporting.
- Successful deployment of Medical Excellence projects and systems (e.g. IMEx, CRM, OnCore).
- Field Medical capability-building coverage and effectiveness.
- Consistency and compliance with Medical governance and operational processes.

Ideal Background

Education

University degree in Life Sciences or a related scientific discipline.

Experience & Skills

- 4+ years of experience in Medical Affairs, Medical Excellence, MSL, or Medical Operations roles.
- Proven experience translating medical strategy into executable operational plans.
- Strong understanding of Medical Excellence metrics, governance, and compliance.
- Excellent stakeholder management and communication skills in matrix organizations.
- Analytical, structured, and solution-oriented, with strong attention to quality and compliance.
- Experience supporting capability-building initiatives and digital platforms is an advantage.

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Дивизион

International

Business Unit

Development

Место

Ирландия

Сайт

Dublin (Country President Office (CPO))

Company / Legal Entity

IE02 (FCRS = IE002) Novartis Ireland Ltd

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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