

# Direktor komercialne odličnosti in izvedbe (m/ž/d) / Business Excellence & Execution Head (m/f/d)

Job ID  
REQ-10038569  
Mar 12, 2025  
Slovenia

## Summary

Kot Direktor komercialne odličnosti in izvedbe boste upravljali s strategijami za pospeševanje poslovne uspešnosti, uvajali nove in konkurenčne poslovne modele ter spodbujali inovativnost. Upravljali boste z uveljavljenim portfeljem, prepoznavali priložnosti za rast med našimi uveljavljenimi blagovnimi znamkami ter prepoznavali priložnosti za vpliv na vzdrževanje količin le-teh. Skrbeli boste za izvedbo marketinških strategij v sodelovanju z vodstvom terapevtskih področij, ter vpeljevali strateški okvir za digitalne rešitve s ciljem pospeševanja učinkovitosti preko izboljšanja izkušenj strank in optimiziranja aktivnosti na terenu. Delo vključuje tesno sodelovanje znotraj vodstvenega tima v Sloveniji s poudarkom na komercialnem in medicinskem področju ter poročanje neposredno generalnemu direktorju in predsedniku Novartisa v Sloveniji.

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We are seeking a Business Excellence & Execution Head. In this role, you will guide and recommend strategies to accelerate business performance, implement new and competitive business models, and foster innovation. You will manage the established portfolio, identifying remaining growth opportunities amongst our legacy brands while minimizing volume erosion. In addition, you will execute marketing strategies, aligned with Therapeutic areas head, and adopt a strategic framework for digital solutions. The goal is to accelerate performance by enhancing customer experience and improve field force productivity. This role will work directly with the Leadership team in Slovenia, in close collaboration with commercial and medical heads and reports to the General Manager and Country President Slovenia.

## About the Role

### Vaše ključne odgovornosti:

- Vodenje in svetovanje, prepoznavanje trendov, uporabniških rešitev, sodelovanje na industrijskih forumih in dogodkih, ter ovrednotenje konkurenčnih ponudb na trgu z namenom izboljšanja sodelovanja in zadovoljstva strank.
- Odgovornost za spodbujanje, sprejemanje, posodabljanje in izvajanje novih strategij za dostop na trg, z namenom inoviranja, pospeševanja izkušnje pacientov in zagotovitev prihodnje konkurenčne prednosti.
- Uvajanje sprememb na področju inovativnih komercialnih modelov.
- Proaktivno prepoznavanje in sprejemanje novih uporabniških rešitev z inovativno miselnostjo in skrbjo za stranke.
- Vodenje podatkovne in digitalne strategije in razvijanje strategije z integracijo vseh kanalov komuniciranja v sodelovanju z vodstvom komercialnega in medicinskega področja ter iskanje in uveljavljanje rešitev z

namenom izboljšanja odzivnosti strank ter okrepitve digitalnih zmogljivosti.

- Zagotavljanje kapacitet in orodij za omogočanje sprejemanja odločitev, ki temeljijo na podatkih, vključno z merjenjem sodelovanja in izkušenj strank,
- Vodenje izvajanja digitalnih / tehnoloških / AI rešitev za nenehno izboljševanje standardnega portfelja rešitev z namenom zagotavljanja večje vključenosti strank in povečanja tržnega deleža v sodelovanju s timi prednostnih blagovnih znamk ter dodatno povečanje upešnosti.
- Pridobivanje in vzdrževanje močne zunanje mreže ponudnikov digitalnih in AI rešitev, tehnoloških inovatorjev in poslovnih strokovnjakov, ki Novartis predstavijo kot tehnološko podprtega partnerja zdravstvenega sistema in opredeljevanje zgodnjih priložnosti v hitro razvijajočem se digitalnem zdravstvenem področju.
- Spodbujanje timskega sodelovanja in enotnosti med timi v spodelovanju z vsemi funkcijami ter podpiranje timov pri osredotočanju na naše bolnike, plačnike in stranke ob jasnem prepoznavanju prioritet ter vzpostavljanje tima poslovne odličnosti in izvedbe kot vključnega partnerja ostalih funkcij.

### **Vaš doprinos k delovnem mestu:**

- Univerzitetna izobrazba s področja medicine, bioznanosti ali poslovanja (prednost predstavlja nadaljna izobrazba s področja medicine, bioznanosti ali poslovanja).
- Odlično znanje strokovnega angleškega jezika, zaželeno znanje slovenskega jezika.
- Obsežne (minimalno 5 let) izkušnje na vodstvenih delovnih mestih .
- Prodajne in marketinške veščine.
- Ciljna usmerjenost ter pripravljenost na vpetost v operativne aktivnosti.
- Izkušnje na področju podatkovne in digitalne transformacije in z vključevanjem kupcev v poslovne procese in platforme.
- Dobro razumevanje digitalnih trendov in rešitev, tehnoloških platform in izdelkov.
- Upravljanje sprememb, poslovno partnerstvo, sodelovanje z več deležniki in upravljanje v matrični organizaciji

Z izbranim kandidatom bomo sklenili delovno razmerje za **nedoločen čas** s poskusno dobo **6 mesecev**. Prijavo oddajte z življenjepisom v slovenskem in angleškem jeziku.

### **Kaj nudimo:**

Konkurenčen plačni paket, letni bonus, fleksibilen način dela, z možnostjo prilagajanja urnika in delom od doma, pokojninsko shemo, shemo nagrajevanja in priznanja dosežkov, razširjeni program promocije zdravja na področju telesnega, duševnega in družbenega počutja (Polni življenja) ter dogodke, neomejene priložnosti za učenje in razvoj, delo v podjetju s certifikatom Družini prijazno podjetje, službeno vozilo (z možnostjo uporabe tudi v zasebne namene).

### **Predani smo raznolikosti in vključenosti**

Novartis si prizadeva ustvariti izjemno, vključujoče delovno okolje in oblikovanje raznolikih timov, saj ti predstavljajo naše bolnike in skupnosti, ki jih oskrbujemo.

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### **Key Responsibilities:**

- Serves as a thought leader and advisor identifying trends, customer solutions, participating in industry forums and events, and evaluating competitive offerings in the market to enhance customer engagement and satisfaction.

- Responsible for inspiring, adopting, updating and implementing new go-to-market strategies, with the aim to innovate, accelerate Patient Journey and secure future competitive advantage.
- Drives adoption and leads mindset shift of Innovative commercial models across the organization.
- Proactively identifies and adopts new customer solutions with an innovative and customer-in mindset.
- Leads data and digital strategy and develops omnichannel strategy in collaboration with commercial and medical heads and solutions to enhance customer engagement as well as strengthens digital capabilities.
- Ensures capabilities and toolsets to enable data-driven decision making across business including the measurement of customer engagement and experience.
- Leads implementation of digital/technology/AI solutions to continuously improve the standard solution portfolio to enable priority brand teams to increase customer engagement and further drive performance.
- Has and maintains a strong external network of digital and AI solution providers, technologic innovators, and business experts to position Novartis as tech-savvy healthcare system partner and identifies early opportunities in fast evolving digital healthcare arena.
- Drives the spirit of “ONE Team” across all functions by supporting the team to focus on our patients, payers, and customers as our top priorities, and establish BE&E team as key partner of the business.

### **Essential Requirements:**

- University degree in medicine, bioscience, or business (further education in medicine, bioscience, or business is an advantage).
- Full professional proficiency in English, Slovenian language desirable
- Expertise in data and digital transformation and Customer Engagement business processes and platforms
- Proven sales and marketing management skills
- Extensive (>5) years' experience in leadership positions
- Strong results orientation, and willingness to have extensive involvement in day-to-day operations
- Good understanding of digital trends & solutions, technology platform and products
- Change management, business partnership, multi-stakeholder collaboration, and influencing across matrix

We offer **permanent employment** with **6 months** of probation period. Submit your application with the CV in Slovenian and English language.

### **You'll receive:**

Competitive salary, Annual bonus, Flexible working schedule, tailored to your needs, possibility to work from home, Pension scheme, Employee Recognition Scheme, Expanded program for the promotion of health in the field of physical, mental and social well-being (Wellbeing), Unlimited learning and development opportunities, Work in a company with the Family-Friendly Enterprise certificate. Company vehicle (with the possibility of personal use).

### **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.

**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>

Division

International

Business Unit

Innovative Medicines

Location

Slovenia

Site

Ljubljana

Company / Legal Entity

SIA0 (FCRS = CH024) Novartis Pharma Services

Functional Area

Commercial & General Management

Job Type

Full time

Employment Type

Regular

Shift Work

No

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## **Accessibility and accommodation**

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to [diversity.inclusion\\_slo@novartis.com](mailto:diversity.inclusion_slo@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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## Head (m/f/d)

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