

Omnichannel Lead (m/f/d), Vienna, Austria

Job ID

REQ-10046000

Mar 31, 2025

Austria

Summary

The OCE Lead manages the Omnichannel strategy in AT, establishes a strategic framework to improve customer experience, and enhances the efficiency of the OCE model. The OCE Lead identifies new approaches to provide value to stakeholders and collaborates with WEC teams to share and implement new OCE ideas and best practices.

About the Role

Key Responsibilities:

- Strategic Innovation and Transformation: Lead the strategic innovation and transformation journey, driving the Omnichannel journey in Austria.
- Customer Experience: Build a strategic framework with the goal of enhancing customer experience and increasing the efficiency of the OCE model.
- Innovation: Discover the right approach to provide innovation to stakeholders.
- Digital Tools and Platforms: Be aware of digital tools, infrastructures, and platforms that could be of interest to teams. Ensure prioritized channels are ready for activation.
- Collaboration: Interact with WEC and cross-functional teams to anticipate and exchange new OCE ideas and best practices.
- Change Agent: Act as a change agent for the organization, supporting the team to develop into their roles.
- Leadership: Demonstrate strong leadership skills, working cross-functionally and effectively communicating with diverse teams.
-

Qualifications:

- Academic degree in business or life sciences
- At least 2 years' experience in a leadership role within the pharmaceutical industry
- At least 5 years' experience in a pharmaceutical industry
- Proven ability for indirect leadership/matrix leadership and manage a diverse team of cross functional professionals
- Proven experience in leading strategic innovation and digital transformation initiatives.
- Strong understanding of Omnichannel strategies and customer experience enhancement.
- Ability to discover and implement innovative digital approaches, including profound technical understanding.
- Excellent collaboration skills with the ability to interact with diverse teams in a matrix organization.
- Experience in acting as a change agent and supporting team development.

- Ability to work cross-functionally.
- Very strong communication skills in German and English

Why Novartis?

769 million lives were touched by Novartis medicines in 2020, and while we're proud of this, we know there is so much more we could do to help improve and extend people's lives.

We believe new insights, perspectives and ground-breaking solutions can be found at the intersection of medical science and digital innovation. That a diverse, equitable and inclusive environment inspires new ways of working.

We believe our potential can thrive and grow in an unbossed culture underpinned by integrity, curiosity and flexibility. And we can reinvent what's possible, when we collaborate with courage to aggressively and ambitiously tackle the world's toughest medical challenges. Because the greatest risk in life, is the risk of never trying!

Imagine what you could do here at Novartis!

In addition to a market-competitive base salary, we offer an attractive incentive program, a modern company pension scheme, learning and development options as well as worldwide career opportunities within the Novartis group. In accordance with Austrian law, we are obliged to disclose the minimum salary. For this position the minimum salary is € 86.000/year (on a full time basis). In most cases, the actual salary will be higher, as we strive to maintain a competitive position in the market and consider your previous experience, qualifications and individual competencies.

We are open for part-time and job sharing models and support flexible and remote working where possible.

Commitment to Diversity & Inclusion:

Novartis is committed to building an outstanding, inclusive work environment and diverse team's representative of the patients and communities we serve.

Our recruitment decisions are based on selecting the best person for the job, regardless of gender, religion, age, colour, race, sexual orientation, nationality or disability.

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear 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>

Division
International
Business Unit
Innovative Medicines
Location
Austria
Site
Vienna
Company / Legal Entity
AT06 (FCRS = AT006) Novartis Pharma GmbH
Functional Area
Marketing
Job Type
Full time
Employment Type
Regular
Shift Work
No
[Apply to Job](#)

Adjustments for Applicants with Disabilities

If because of a medical condition, physical disability or a neurodiverse condition you require an adjustment during the recruitment process, please reach out to disabilities.austria@novartis.com and let us know the nature of your request as well as your contact information. The support which we can provide will include advice on suitable positions as well as guidance at all stages of the application process. Austrian law provides candidates the opportunity to involve the local disability representative, Behindertenvertrauensperson (BVP), in the application process. If you would like to request this, please let us know in advance as a note on your CV.

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

Job ID
REQ-10046000

Omnichannel Lead (m/f/d), Vienna, Austria

[Apply to Job](#)

Source URL: <https://prod1.novartis.com/careers/career-search/job/details/req-10046000-omnichannel-lead-mfd-vienna-austria>

List of links present in page

1. <https://talentnetwork.novartis.com/network>
2. <https://www.novartis.com/about/strategy/people-and-culture>
3. <https://talentnetwork.novartis.com/network>
4. <https://www.novartis.com/careers/benefits-rewards>
5. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Vienna/Omnichannel-Lead--m-f-d--Vienna--Austria_REQ-10046000-2
6. <mailto:disabilities.austria@novartis.com>
7. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Vienna/Omnichannel-Lead--m-f-d--Vienna--Austria_REQ-10046000-2