

Customer Solution and Patient Journey Mgr (primarily focus on RLT - 1 year mission)

Job ID
REQ-10047527
Apr 17, 2025
Belgium

Summary

Role Overview:

The Customer Solution and Patient Journey Manager (CSM) is responsible for exploring, developing, implementing, and evaluating solutions that address customer needs. This role focuses on deeply understanding and mapping the patient journey, identifying pain points and opportunities, and collaborating with the brand's cross-functional team to quantify, prioritize, and address these issues with effective solutions. The focus of the CSM for this role will primarily be on radioligand therapy, working closely with the entire RLT cross-functional team.

About the Role

Key Responsibilities:

- Project Management: Lead and manage projects from conception through implementation, ensuring timely delivery and alignment with business goals.
- Consultancy: Provide consultancy based on insights and market understanding to influence product strategy.
- Patient and Customer Journey Mapping: Analyse and map the patient and customer journey to identify pain points and opportunities for improvement.
- Stakeholder Collaboration: Collaborate with internal and external stakeholders to ensure solutions meet the needs of patients and customers.

Major Accountabilities:

- Drive the patient journey analysis process.
- Define, validate, and explore therapeutic area (TA)-specific customer solutions.
- Collaborate with internal and external stakeholders to support TA strategy, accelerate the patient journey, and implement solutions efficiently.
- Identify needs and pain points linked to the patient journey in key accounts.
- Coordinate and support the implementation of solutions addressing the needs of customers, patients, and healthcare systems (HCS).
- Engage in solutions and projects across the entire lifecycle of the brand.
- Accelerate time to treatment and ensure a better patient and customer experience for key priority brands and launches.
- Apply solution design development processes and agile methodology in project execution.
- Oversee the execution and budget of initiatives within scope.

- Build strong and effective customer relationships.
- Identify and leverage best practices from global, regional, and other country operations (CPOs), as well as from other industries, for effective adaptation.

Minimum Requirements:

- Minimum Bachelor's degree.
- Previous experience in Radioligand therapy.
- Experience in project management.
- Strong business acumen and entrepreneurial mindset with past commercial experience.
- Experience in managing senior stakeholders (physicians and key opinion leaders), budgets, risks, issues, and interdependencies.
- Previous experience in designing and analysing patient and customer journeys is a plus.

Skills:

- Pioneering mindset with the ability to learn quickly, be proactive, and pilot solutions, contributing to the learning cycle by sharing knowledge internally.
- Strong analytical skills.
- Ability to empathize with patients and customers and understand their needs.
- Ability to work independently with cross-departmental teams.
- Strong problem-solving and decision-making skills.
- Action-oriented and resilient.

Key Performance Indicators:

- Effectiveness in mapping the patient journey, identifying and quantifying pain points, and implementing actionable solutions.
- Establishing success criteria, managing finances, and identifying key metrics for the successful implementation of each project.
- Timely delivery of projects in line with brand strategy.
- Analyzing KPIs and outcomes to propose solutions for broader implementation.

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Division

International

Business Unit

Innovative Medicines

Location

Belgium

Site
Vilvoorde
Company / Legal Entity
BE03 (FCRS = BE003) Novartis Pharma nv-sa
Functional Area
Marketing
Job Type
Full time
Employment Type
Temporary (Fixed Term)
Shift Work
No
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