Director Medical Affairs (Launch Machine)

Job ID
REQ-10055157
Jul 21, 2025
Mexico

Summary

The Director, NOCC Lead USMA - MEXICO Launch Machine will lead the Launch Machine team based in the Mexico City Novartis Corporate Center (NoCC) and directly report to the Head of Launch Machine based in the US. The Director will establish, manage, and scale core capabilities across Medical Review, Program Management, Resource Management, and Medical Inquiry. The role will ensure seamless day-to-day operations and delivery of high-quality, compliant outputs aligned with USMA strategic priorities. The Director will build and lead a high-performing team, implement effective governance frameworks, and act as the primary interface between the Mexico City teams and US-based stakeholders. This position requires deep subject matter expertise, strong operational leadership, and the ability to navigate a complex, global matrix environment to ensure high quality standards. This is a high profile and high exposure role for both US and Mexico City sites.

About the Role

#LI-Hybrid

Location: Mexico City

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

Major Responsibilities:

- NoCC Leadership and US Medical Affairs Support
  - Very strong NoCC-based functional leader, with the ability to influence senior leaders in Novartis
  - Maintain frequent and clear communication and alignment with US-based Launch Machine leadership, e.g. Head of Launch Machine, Content Development, and Medical Review Heads.
  - Establish robust local processes, team structures, and performance management systems - including troubleshooting and performance improvement.
  - Develop and meet operational KPIs to contribute to overall USMA success and high performance of associates and teams.
  - Proactively address delivery risks, take action on quality issues to ensure proper associate training or immediate intervention to course correct, and execute mitigation plans and status.
  - Escalate critical issues in real-time and drive efficient resolution.
  - Lead initiatives to increase efficiency, operational excellence, assess risks and development of risk mitigation plans.
  - Ensure timely, high-quality, and compliant delivery of Launch Machine outputs and services as defined by Launch Machine leadership.

- Develop and present (verbal and written) executive-level reports and dashboards for local NoCC and US leadership.
- Represent Mexico City Launch Machine Operations in senior forums and contribute to business operations planning.
- Contribute to USMA Business Planning as it relates to NoCC Operations.
- Contribute to cross-NoCC alignment and harmonize ways of working.

- Operational People Management
  - Build Teams and foster an inclusive culture of collaboration, innovation, and continuous improvement.
  - Hire, onboard, train, and build Launch Machine local team and capabilities, in alignment with Head Launch Machine, in Mexico City.
  - Align with Head Launch Machine and other US Heads as applicable (e.g. Head Content Development, Head Content Review, MST Heads) in objective setting, performance appraisal, and development planning for local NoCC team.
  - Manage performance including acquiring Novartis leader feedback to give specific associate insights on where performance meets standards or requires action to correct. Manage corrective actions or termination in accordance with company policy and in compliance with local regulations as necessary.
  - This role will oversee approximately 10-45 associates in Mexico City, with potential to grow and develop the team over time, based on business needs. This role will report directly to the Head of Launch Machine in the US.

- Medical Inquiry
  - Lead and Oversee local Medical Inquiry function.
  - Ensure operational excellence and exceptional quality as demonstrated by customer service metrics for response inquiries (e.g. 95%+ first call resolution).
  - Develop team to meet and/or exceed Service Delivery and Quality KPIs.
  - Support continuous optimization of Core US Medical Information Technology Platforms.
  - Participate in exploration of AI/Automation opportunities across content development to optimize end-to-end content processes.

- Program Management
  - Lead and oversee local Program Management function.
  - Work with USMA, MSTs, and US Finance to facilitate annual and 3-year strategic budget process to ensure alignment with financial targets.
  - Ensure continued integration of best-in-class project management tools and processes in the day-to-day practice across Program Management activities in US Medical Affairs.
  - Drive and inspire a cultural shift to agile methodologies, continuous learning, customer value and accelerated delivery.
  - Guide Program Management team to ensure high quality delivery for each area/team/project supported, establishing a consistent way of working, aligning on business priorities, and ensuring team pivots based on changing needs.

- Resource Management
  - Lead and oversee local Resource Management function.
  - Ensure budget management understanding with all budget owners and influence adherence to defined financial KPIs.
  - Partner with functions across USMA to identify risks/opportunities on an ongoing basis and provide

recommendations for reallocation of funds.
    - Oversee month-end closing process and ensure compliance with SOX, GAP, and NPC policies. Ensure that all projects and forecasts are entered into the appropriate Financial Systems with verification of accuracy of entry.
- Medical Review
    - Establish Medical Reviewer capability to review content, e.g. Internal Sales Training for established brands, etc.
    - Manage reviewer capacity, including up to weekly reprioritization, in alignment with Head Content Review, depending on dynamic content volume and urgent needs
    - Participate in exploration of AI/Automation opportunities across to optimize end-to-end content processes.

Essential Requirements:

- 8-10+ years previous work in Multinational Pharmaceutical Corporation or equivalent highly regulated environments.
- Strong communication and analytical skills; fluent in English (written and spoken)
- Significant experience leading end-to-end Content Development, Medical Review, or Regulatory Submission processes.
- Inspiring leader capable of fostering a sense of belonging. Ability to lead in environments with direct and indirect authority.
- Proven track record leading cross-functional teams and business planning in matrixed and multicultural settings.
- Experience working in remote relationships (on-shore/off-shore capability delivery).
- Experience managing complex programs and processes in a dynamic environment – scoping, defining deliverables, business case development and reporting at a senior level including the ability to communicate effectively and to have a persuasive and credible presentation style
- Strong business acumen and solution-orientation mindset including budget oversight, resource planning, and P&L management
- Excellent individual coaching and team development skills.
- Education: University Degree BA/BS/MA Degree in Business or Life Sciences, Medical, Pharmacy Disciplines or equivalent experiences. Desirable: Advanced degree, e.g. MBA, PhD, MD, PharmD, etc.

Preferred Requirements:

- Strong executive presence and effective stakeholder engagement across senior levels.
- High emotional intelligence and proven team-building capabilities, in “start-up” environments.
- Exceptional problem-solving skills and ability to align work to goals to produce effective outcomes
- Exceptional time management and prioritization skills.
- Financial Budget/Resource Management, including month-end close experience
- Proven track record of designing and implementing transformational initiatives.
- US work or equivalent experiences
- Strong comprehension of US language, terminology, culture, and ability to interpret information
- Prior experience and knowledge of Medical Affairs.
- Strong understanding of the US Marketplace, US Healthcare Policy and Regulations, and US Healthcare Landscape.
- Ability and willingness to travel internationally, up to 30%
- Willingness to work and be available during US business hours (9:00 a.m. - 5:00 p.m. EST), schedule

coordination in advance to ensure US Holiday coverage, and on call for critical matters, based on business needs.

Additional Note:

- Employees are typically expected to be in their current role for at least 12 months before applying for a different role, per local guideline. This allows them to gain sufficient experience and demonstrate their capabilities in their current position. Any transfer or application for a different role typically requires approval from the employee's current manager and the leadership team.

Why Novartis: Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: https://www.novartis.com/about/strategy/people-and-culture

Commitment to Inclusion

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

Novartis is committed to work with and provide 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 tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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

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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
US
Business Unit
Universal Hierarchy Node
Location
Mexico
Site

INSURGENTES
Company / Legal Entity
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Functional Area
Research & Development
Job Type
Full time
Employment Type
Regular
Shift Work
No
Apply to Job

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