

Alliance & Chain Key Account Manager

Job ID
REQ-10025078
Nov 21, 2024
Malaysia

About the Role

Major accountabilities:

Alliance Management

- Assist in the execution of the organization's BD&L strategies and plans
- Support Business Development activities to enhance the value of alliances and manage partnership risks.
- Support BD&L project management
- Reporting of technical complaints/ adverse events / specific case scenarios related to Novartis products within 24 hours of receipt – Distribution of marketing samples (where applicable)
- Tracking partners KPIs achievements ie sales, execution plan, joint field work
- Ensure that operations are carried out with the highest level of ethics, in line with BeSure policies, industrial code and local law/regulations.
- Be the key point of contact for Novartis with BD&L partners and Novartis cross functional stakeholders.
- Collaborate with cross-functional team (i.e. Finance, Franchise, Supply Chain) on inventory planning and sales forecast
- Lead and support BD&L activities / chain pharmacy and approval process for regional review
- Complete deal endorsement and signing process, including 3rd party risk assessment.
- Set up for deal performance review on a regular basis with Partner and Region.
- Facilitate appropriate exchange of information and documentation for alliance activities (regulatory, commercial, resources, pricing etc)

Chain Account Management

- Lead the preparation of strategies and individual tactical plans and to give strategic input in terms of analysis, future potential and key programs required for the accounts
- Consolidating contact points with stakeholders in chain accounts in maximizing Novartis portfolio opportunities
- Prepare and negotiate contracts, and guide initiatives that the company launches to chain pharmacy accounts
- Coordinate internally with cross-functional team (CFT) and across commercial therapeutic area (TA) to optimize opportunities for chain accounts plan
- Analyze market situation including competitive intelligence activities on chain accounts and key competitors
- Organize customer events and other programs for all Novartis TA, in line with agreed business tactical plans
- Contribute to the mapping of stakeholders, including segmentation and profiling and provide accurate and timely data for the Novartis CRM system.

- Be the key point of contact for Novartis with chain pharmacy
- Develop partnering in/out strategy focusing on top priority gaps in commercial capabilities and portfolios.

Key performance indicators:

- Partner Sales & Non-Sales KPI Achievement.
- Key Account Plan Execution in Key Chain Pharmacy.
- Ensure that operations are carried out with the highest level of ethics, in line with DBE policies, industrial code and local law/regulations.

Minimum Requirements:

Work Experience:

- Project management
- Key account management / marketing experience
- Minimum 5 years sales experience. Experience in pharmacy channel will be an advantage.
- Collaborating across boundaries
- Functional breath

Skills:

- Managing across functions and boundaries.
- Stakeholder Management
- Aligning people and resources
- Comprehensive understanding of R&D processes and scientific knowledge
- Due diligence
- Facilitation
- Influencing without authority
- Cross-functional evaluation
- R&D Program management
- Defining accountability
- Sales analysis

Languages :

- English.

Role Requirements

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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Division

International

Business Unit

Innovative Medicines

Location

Malaysia

Site

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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