

ELEVATE Implementation Squad Lead (m/f/d)



Temporär Jobregion: Basel Stellenprozenzte: 100%

Beschreibung

As a first-tier supplier to our renowned business partner F. Hoffmann-La Roche Ltd. in Kaiseraugst, we are currently looking for a motivated and dedicated GELEVATE Implementation Squad Lead for a temporary assignment of 15 - 18 months.

We, in Roche, have made significant progress in Customer Engagement (CE) over the past 5 years, building a strong foundation through internal transformation initiatives focused on people, process and technology. In order to achieve the next evolutionary step Roche established a Next Generation Customer Engagement (CE) program named ELEVATE. Within ELEVATE we aim to deliver the capabilities needed to realise the One Pharma Strategy (OPS) and look across people capabilities, core & common process and advanced technology to drive holistic customer experience for enhanced patient outcomes to achieve stronger commercial impact. Within Roche Pharma, we are mobilizing the ELEVATE program with the goal of making our customer engagement smarter, faster and more impactful. We will do this by working together to embed customer-centric mindsets and governance, omnichannel capabilities and clear E2E workflows - powered by a Next Generation CE technology platform that supports enterprise-wide collaboration at scale.

The Implementation Squad Lead is the primary program representative for a specific affiliate or business unit, acting as their strategic partner and primary leadership point of contact to ensure a successful "go-live." You will be accountable for the execution of the implementation plan ensuring the team executes implementation tasks, achieving milestones from pre-launch through to hypercare. This includes leading and coordinating the activities of the local implementation squad, ensuring the team is aligned, motivated, and effectively resolving on-the-ground challenges. A critical part of your role is to drive readiness and manage risk. You will proactively drive a team tracking all local business and technical readiness activities, identifying and managing local risks and issues, and develop and execute the plan to ensure business continuity during cutover and go-live. A key role is also partnering with the affiliate / network lead to ensure excellent leadership engagement within the affiliate to ensure the overall ELEVATE change plan is enabled and that change is sustained. To drive adoption, you will partner closely with ECL resources and local Change Agents to support the delivery of training and communications, acting as a visible champion. Throughout this entire process, you will ensure that your squad drives the core & common philosophy of the ELEVATE implementation. You will also drive your squad to align with the other implementation squads to ensure we have a consistent implementation approach and outcome. You will also be the crucial bridge

BERATER



Adnan Ferizi
+41 61 280 50 46

Seniority Level
Mitarbeiter

Berufskategorie
Projektleitung &
Management

Stellenprozent
100%

Jobtyp
Temporär

Referenz-Nr.
AFE-PM-T-54962

Jobregion
Basel



ensuring you are representing your affiliate's status and advocating for their priority needs back to the central program, but at the same time ensuring that the Enterprise mindset and outcomes are positively accepted by your stakeholders..

Tasks & Responsibilities:

As the Implementation Squad Lead, you are ultimately accountable for the complete and successful "go-live" of the new Customer Engagement platform within your assigned affiliate. Partnering with the RDT (IT) Implementation squad lead, you own the end-to-end local execution, from readiness and risk management to ensuring a seamless transition for all end-users.

- Hold accountability for the comprehensive readiness and successful deployment of the ELEVATE program within assigned affiliates including the on-time delivery of all local milestones from pre-launch to hypercare exit.
- Serve as the strategic partner and trusted primary point of contact for senior leadership, providing guidance to the program sponsor and lead.
- Act as a vital bridge, advocating for the unique needs and perspectives of the affiliate or global function back to the central program.
- Own the identification of risks and ensure the development and execution of robust mitigation strategies.
- Function as the final authority for the squad, orchestrating the end-to-end journey and experience with ELEVATE across the organization.
- Ensure the effective delivery of the change initiative, including the seamless adoption of newly harmonized business workflows.
- Drive maximum value realization and user engagement to optimize the local impact of the program.
- Prioritize business continuity to ensure minimal disruption during the transition to the future operating model.
- Ensure that squad activities align with global standards set by the PMO and Engagement, Change & Learning Center of Excellence (COE) to provide a unified stakeholder experience.
- Coordinate with other global and local initiatives within the geography to synergize efforts and enhance overall program effectiveness.
- Lead the performance of the program implementation squad, ensuring the team is motivated, aligned, and effectively resolving all on-the-ground challenges.

Must Haves:

Success in this role requires a highly pragmatic and hands-on implementation manager who thrives on execution and is skilled at building strong relationships. You are the critical link between the global program's strategy and the local market's reality, requiring a blend of project management rigor, diplomacy, and a relentless focus on solving problems.

Key characteristics include:

- Education: University Degree in Business, IT, or a related field.
- Able to travel to affiliate/market sites as needed for key milestones (e.g., go-live). (*)
- >5-7 years of experience in hands-on project or deployment

management, with a proven track record of managing technology implementation projects. (***)

- >3 years of matrix leadership of distributed teams; you must be able to lead and motivate a local squad without direct authority. (**)
- Experience with CRM deployments (Veeva specifically), Marketing Automation, master data management and analytics ecosystem transformation preferred. (***)
- Experience in the pharmaceutical/biotechnology industry is strongly preferred, with a deep understanding of affiliate/local market operations, business processes, and culture. (***)
- A "roll-up-your-sleeves" mindset with a proven ability to identify, analyze, and resolve on-the-ground challenges and roadblocks in a fast-paced environment. (**)
- Excellent stakeholder engagement and communication skills, with the ability to build trust and maintain clear, consistent communication with both local teams and central program leadership. (**)
- Hands-on experience in supporting the delivery of local training and change activities to drive user adoption.
- VACC mindset and an openness to Roche's new ways of working. (*)
- English plus business level French and / or Spanish a must (***)

Benefits

- Become part of one of the most prestigious pharmaceutical companies and actively shape the future of healthcare
- Experience a work culture that promotes diversity and inclusion and where all employees feel valued.
- Work on a state-of-the-art campus featuring green spaces, meeting areas, and an inspiring atmosphere
- Work with modern and up-to-date tools in an innovative work environment
- Start with a professional onboarding process and a thorough introduction to your new role during the Welcome Days
- Benefit from financial support for your professional development plans
- Enjoy a selection of high-quality meals in modern staff restaurants
- As part of a sustainable mobility concept, on-site parking spaces are available to you (subject to eligibility criteria)
- Take advantage of unbeatable, year-round discounts at renowned retailers and over 200 top brands
- Benefit from fleet discounts when purchasing new cars or receive constant fuel discounts with our fuel card

Are you interested? Do not hesitate and submit your complete application documents online today.

We look forward to hearing from you!

Wir wertschätzen Vielfalt und begrüßen daher alle Bewerbungen - unabhängig von Geschlecht, sozialer Herkunft, Religion, Alter und Identität. Zur leichteren Lesbarkeit und besseren Verständlichkeit verwenden wir nur eine Gender-Form. Selbstverständlich sind im jeweiligen Kontext alle Genderformen gleichermassen gemeint.

Unser Bewerbungsprozess

