**Head of Operations**

**About Astellas:**

At Astellas we are a progressive health partner, delivering value and outcomes where needed.

We pursue innovative science, focussing initially on the areas of greatest potential and then developing solutions where patient need is high, often in rare or under-served disease areas and in life-threatening or life-limiting diseases and conditions.

We work directly with patients, doctors and health care professionals on the front line to ensure patient and clinical needs are guiding our development activities at every stage.

Our global vision for Patient Centricity is to support the development of innovative health solutions through a deep understanding of the patient experience. At Astellas, Patient Centricity isn’t a buzzword - it’s a guiding principle for action. We believe all staff have a role to play in creating a patient-centric culture and integrating an awareness of the patient into our everyday working practices, regardless of our role, team or division.

We work closely with regulatory authorities and payers to find new ways to ensure access to new therapies. We deliver the latest insights and real-world evidence to inform the best decisions for patients and their care-givers, to ensure the medicines we develop continue to provide meaningful outcomes.

Beyond medicines, we support our stakeholder communities to drive initiatives that improve awareness, education, access and ultimately standards of care.

**About the role:**

Astellas is searching for a Head of Operations to join our team! As the Head of Operations, your primary purpose will be to provide strategic oversight, manage customer excellence, and shape the commercial team to be the Best in The Industry. Reporting to the Managing Director, you will successfully execute commercial projects such as Launch Excellence and Market Insights.

**Your key responsibilities will include:**

* Drive and support digital transformation through the adoption of appropriate digital platforms and tools and building the right digital capabilities within the country
* Oversees the correct usage and standard administration of customer applications in AANZ e.g. Veeva CRM, Vault, Power BI etc
* Day-to-day management of business coordinators to ensure efficient and effective processing of activities for the entire business

**Essential Knowledge & Experience:**

* Demonstrated people & team, leadership, development & management with high performance outcomes.
* Several years’ experience in Operational Excellence, Commercial Excellence, SFE or Sales Management in the Pharmaceutical Industry with exposure to CRM system e.g. Veeva.
* Proven analytical skills with an excellent understanding of pharma data such as internal sales data, IQVIA data and Veeva CRM databases/systems, and able to analyse and convert the data into actionable insights with recommendations for multiple audiences ranging from sales team to senior management
* In-depth knowledge and a good understanding of SFE concepts and key commercial drivers e.g. S&T, an incentive scheme that shape behaviours, including the use of appropriate tools and solutions to achieve set objectives
* Tenacity and grit
* Outcomes orientated (Qual and Quant)

**Preferred Knowledge & Experience:**

* Excellent project management skills, delivering multiple projects and providing regular updates to management
* Comprehensive knowledge of sales & marketing operations, and customer buying processes in the pharmaceutical industry with strong passion and experience in driving commercial or salesforce effectiveness, and have a good appreciation of the requirements needed to support the sales team specifically
* Forward-looking and progressive with the ability to provide strategic input on commercial excellence that supports the company’s overarching vision and objectives
* Strong learning agility with a curious mind that is open to new ideas, technologies and solutions, including different perspectives and using these to challenge/support co-creation
* Experience in Digital marketing in the Pharma sector

**Education/Qualifications:**

* Tertiary qualification or equivalent experience in Marketing and/or Business
* Life Sciences/Pharmacy qualifications preferred

**Additional information:**

* Permanent contract
* Attractive salary plus car allowance plus super plus bonuses
* Stable pharmaceutical company with a strong pipeline
* Inspiring work environment
* Employee Referral Bonus Program
* Gain extensive experience in the Pharmaceutical Industry and develop your professional portfolio

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.