

Job Alert: Director, Chapter Lead Patient Journey Partnering at Roche, New Zealand

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As a Chapter Lead, you will demonstrate Creative Leadership competencies and play the roles of Visionary, Architect, Catalyst and Coach (VACC) ; developing and empowering Roche employees to innovate, collaborate, be authentic and own their impact.



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Chapter Lead is a crucial role in pioneering life-changing healthcare for every New Zealander. The Chapter Lead builds up-to-date knowledge and surveys future trends related to a chapter's area of focus. S/he co-creates strategies across the organization, contributing their knowledge and subject-matter expertise.

You will define the ways of working and measures of success for this new and differentiated customer engagement model and will draw on insights to iterate as required to ensure continued value creation for patients, our partners and Roche.

Key responsibilities include but not limited to

- Establish, lead and develop the PJP team, creating a psychologically safe 'home' and learning environment
- Work closely with other business leaders to create a smooth interface and ways of working within the Affiliate and wider network
- Define, establish and model the ways of working and measures of success for this new and differentiated customer engagement model and draw on insights to iterate as required to ensure continued value creation for patients, our partners and Roche
- Build & improve the collective capability of the team, addressing the needs in the now and the future
- Advocate for the power of the network to contribute to and benefit from the internal and external collective capability and experience needed to accelerate adoption and success of the new engagement model, iterating the approach through above country network establishment in future horizons

- Drive and model enterprise thinking and prioritisation in line with the ecosystem, affiliate outcomes and network opportunities
- Enable the team to seek advice and empower the team to make appropriate decisions within their ecosystem and models this behaviour within the work they do
- Ensure the appropriate and ongoing training of the PJP team and hold them accountable for the governance standards and expected behaviours required to navigate our regulatory environment
- Coach team members to develop technical skills and expertise as well as interpersonal skills including effective communication, adaptability, and collaboration
- Build a pipeline of talent (internal and external) to match career and capability needs

Who you are

You have a Business / Medical / Scientific Degree or equivalent with demonstrated experience in a senior role. Having an In-depth knowledge of the Pharmaceutical /biotechnology or related industry, the multiple stakeholders involved and the roles each plays, is crucial.

You have deep understanding of NZ healthcare system, processes and governance and excellent customer engagement and management skills. Broad understanding of Roche's present portfolio and future pipeline, a plus.

With excellent communication and presentation skills, you are a successful leader with strong customer focus and a keen eye on delivering exponential patient value. Experienced integrating digital into overall customer engagement interaction

You are a highly creative and inclusive leader of cross-functional and networked teams, who knows how to both find and develop diverse talent and connect them to the wider enterprise.

With a growth mind-set, curiosity and focus on continuous improvement, you have demonstrated strength in agile working principles and methodologies and proficiency in planning and managing resources to deliver objectives.

What do we offer

In return, Roche offers a competitive package, ongoing development, and opportunities for career advancement and encourage flexible working.

Roche encourages a high-performance culture where you are empowered and trusted to make decisions. We strive for excellence and extraordinary results and take a genuine interest in our people and their well-being, and our patients.

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