

Lonza

Head of Program Management Microbial (m/f/d)

Job Description Summary

Today, Lonza is a global leader in life sciences operating across three continents. While we work in science, there's no magic formula to how we do it. Our greatest scientific solution is talented people working together, devising ideas that help businesses to help people. In exchange, we let our people own their careers. Their ideas, big and small, genuinely improve the world. And that's the kind of work we want to be part of.

As part of the Business Unit Leadership team the Head of PM Microbial develops, drives and sets practices that ensure consistent, flawless, and best in class, project execution and delivery to our customers.

The position will be located in Visp/Switzerland however there will be flexibility for suitable candidates.

Key responsibilities:

- Full accountability for Program Management performance at business unit level in achieving overall functional objectives for the related business unit including profitability .
- Drive customer centricity in global operations and in the business unit, at every point in time ensuring that customer needs are well represented in the organization and if not met, it is clearly escalated and resolved at any level.
- Ensure global internal resources are aligned to deliver customer outcome results as contracted or better.
- Identify area for improvement within global PM organization and beyond. Support processes simplification and tools development allowing Program Managers to focus on the key value generation to customers
- Ensure appropriate key performance indicators (KPIs) are in place to measure and monitor customer delivery, additional business generation, project profitability, revenue forecasting in line with global guidance

Key requirements:

- Degree in Life sciences or other relevant studies and experience
- Deep expertise in best in class Program Management methodologies and practices in Life Sciences and / or the CDMO (Clinical Development and Manufacturing Organization) sector
- Rich customer facing experience; proven track record of leading customer programs, in which very high customer satisfaction was achieved
- Solid experience engaging customers at the most senior levels and internally across a global and matrixed organization
- Proven track records of driving customer centricity in the complex organization
- Proven track record of driving programs profitability, continuous improvement processes, and optimizing efficiencies
- Possess thorough understanding of the commercial landscape
- Solid proven track record as a leader, developing others and encouraging growth within the function

Every day, Lonza's products and services have a positive impact on millions of people. For us, this is not only a great privilege, but also a great responsibility. How we achieve our business results is just as important as the achievements themselves. At Lonza, we respect and protect our people and our environment. Any success we achieve is no success at all if not achieved ethically.

People come to Lonza for the challenge and creativity of solving complex problems and developing new ideas in life sciences. In return, we offer the satisfaction that comes with improving lives all around the world. The satisfaction that comes with making a meaningful difference.