

ELEVATE Implementation Squad Lead

m/f/d, Basel-Stadt

Our client Roche Pharma has 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.

Start Date: Oct/Nov 2026

End Date: 15-18 month contract (with the option of extension)

Workload: 100% with 40h/week

Location: Basel

Workmodel: Contracting

Info: travel activity significant at least 1 x per month. France, Spain and Basel mostly

Your 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.

Job profile

 Administration - Management

 Basel-Stadt

 Contracting

 Full Time



Oct/Nov 2026 - 15-18 month contract (with the option of extension)

 Veeva , Implementation , communication

Job benefits

 Coopers Care

 Family-friendly company

 Flexible hours

 Further education

 Modern workspace

 Strong team spirit

 Work-life-balance



Sounds interesting?

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- * 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.

Your Profil:

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.

- * 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

Sounds like a great job?

Then we look forward to receiving your complete application documents through our online application form.

When applying by email, the sender agrees that his or her data will be used in accordance with our data privacy policy.

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