

Global Program Manager; Global Customers

At Lonza, we invest in great people. We encourage our employees to challenge themselves and we offer an environment that fosters creativity and success. Headquartered in Basel, Switzerland, we operate production, R&D, and business sites around the world, including Europe, North America, and Asia.

Our vision:

We strive to be the leading supplier using science and technology to improve the quality of life.

Our mission:

We work with passion, using advanced technologies, to transform life science into new possibilities for our customers.

Do you want to help us as we shape the future of this great organization?

Job Description Summary

We are pleased to announce an open position for a Global Program Manager for our Global LPB network, based in one of our sites, namely in Slough (UK) or Visp (Switzerland). The Global PM will represent the single point of contact for all major technical aspects across multiple sites and technologies on existing key business portfolios and will work in close collaboration with the local Program Managers and the key account Sales Managers to ensure overall success of the contracted programs. The focus of this person will also be to establish and maintain the overall governance as well as a strong relationships with key counterparts ensuring optimal internal and external communication. In addition to supporting and coaching the local Program Management teams on critical topics of the program, the Global PM will have great focus to manage the overall customer satisfaction. Leadership, business acumen, efficient collaboration, persuasive communication with key stakeholders across the organization and achievement of profitability results are the key focus area of the job.

Job Description

Main Activities:

- Is primary overall operational interface for the Customer and counterpart for the Lonza Sales managers for portfolios which run on several sites and/or for several programs on the same site
- Drives the overall technical and operational success and quality of the portfolio, which includes improvement of the projects in all aspects and in accordance to jointly developed and agreed tasks and timelines
- Ensures exact overall execution of contracts, scope changes/amendments and has high focus on onetime delivery as well as cost and profitability control
- Established and maintains an efficient governance structure, performs timely escalation and manages strategic problem solving for critical issues in alignment with all relevant stakeholders.
- Supports harmonization initiatives of the Program Management organization
- Develops new opportunities in alignment with the key account Sales Managers to further grow the portfolio
- Aliens with local Program Managers across the portfolio and manages the overall picture
- Assures and maintains a customer friendly, efficient and expert approach to successfully manage customer projects portfolios.
- Understands the organization of the customer and establishes excellent overall relationships with all key players.
- On request may give technical support to the sales team during project acquisition
- Participates in Executive Steering Committee Meetings and global JSC meetings to represent portfolio execution and background information to drive decision making.
- Carefully evaluates and takes action based on customer feedback

Qualifications:

- Excellent communication and negotiation skills to be applied on high levels
- Excellent soft skills to build solid relationship within the global network
- Degree in Life science with strong commercial background
- Strong Program Management background and strong established and working business network
- Relevant business and customer interaction experience in Life Science and CDMO business
- Proved leadership experience.