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hiring!**

on behalf.



## Implementation Workstream Lead (m/f/d)

For our client, a well-known pharmaceutical company in Basel, we are looking for an Implementation Workstream Lead (m/f/d).

### Background

You will lead the end-to-end rollout of a next-generation customer engagement platform across multiple markets and functions.

In this role, you oversee the implementation strategy, align global stakeholders, and ensure seamless coordination between business and IT teams.

The perfect candidate brings several years of experience in large-scale program deployment or hands-on project management, with a proven track record of managing technology implementation projects. Also we are looking for someone with an outstanding stakeholder engagement and communication capabilities, with a proven ability to foster trust and ensure clear, consistent communication with both local teams and central program leadership.

### General Information

- Start date: asap
- latest Start Date: 15.04.2026
- Planned duration: 2,5 years
- Extension (in case of limitation): yes
- Workplace: Basel
- Workload: 100%
- Home Office: 2 days onsite minimum
- Travel: 20% global

### Tasks & Responsibilities

- Hold accountability for the successful execution of the deployment plan in your assigned affiliate, including the on-time delivery of all local milestones from pre-launch to hypercare exit
- Build and maintain a strong, trusted partnership with affiliate leadership and their project team, acting as their single point of contact and strategic guide
- Lead the performance of the local implementation squad, ensuring the team is motivated, aligned, and effectively resolving all on-the-ground challenges
- Manage the accurate tracking and reporting of all local business and technical readiness, and proactively mitigate all local risks and issues
- Consider the local business continuity plan, ensuring that the cutover and go-live phases cause minimal disruption to critical business operations
- Ensure the local change and training plan is delivered effectively, partnering with ECL and local champions to drive user adoption
- Represent the affiliate's unique needs and challenges back to the central program, ensuring they are clearly communicated and appropriately addressed

### Must Haves

- University Degree in Business, IT, or a related field
- 5-7 years of experience in large-scale program deployment or hands-on project management, with a proven track record of managing technology implementation projects
- Experience in the pharmaceutical/biotechnology industry is strongly preferred, with a deep understanding of affiliate/local market operations, business processes, and culture
- 3 years of matrix leadership of distributed teams; you must be able to lead and motivate a local squad without direct authority
- 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 our new ways of working
- Able to travel to affiliate/market sites as needed for key milestones (e.g., go-live)
- English fluent is a MUST, other languages are a big PLUS (e.g. French, Spanish, Italian, German)



## Contact

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