

At Astellas, we believe that nurturing exceptional relationships with our employees delivers exceptional business results.

Everyone at Astellas has a responsibility for creating a brighter future for patients around the world. From the first moment, Astellas will inspire you to put this ethos into practice – with a positive, agile company culture and with well-defined ethical principles, values, and systems. Everything we do is led by our company values of integrity, being patient centric, taking ownership, delivering results, and communicating openly. These values are essential to Astellas' relationship with its employees and now is an exciting time to join us as we continue to evolve as a cutting-edge, value driven life sciences innovator.

Position: Global Service Excellence Lead

Department: Service Design Practice

Line Manager: Service Design Practice Lead

Location: Beijing/ Shanghai

Purpose and Scope

The Global Service Excellence Lead ensures that Global Business Solutions (GBS) operations deliver outstanding service experience for internal and external clients worldwide, covering all affiliates and R&D sites. This role is dedicated to understanding stakeholder satisfaction, driving service quality improvements, and embedding a culture of service excellence and accountability. By leveraging surveys, benchmarks, and service insights, the Service Management Lead will identify opportunities to elevate service performance, improve employee experience, and ensure GBS services create measurable value for the business.

Responsibilities and Accountabilities

Service Satisfaction & Improvement

- Own the design, execution, and analysis of global service satisfaction and business engagement surveys, as well as external/internal benchmarks.

- Translate feedback into actionable service improvement initiatives, prioritizing areas with the greatest impact on user, client, and employee experience.
- Partner with service product owners and delivery teams to co-create improvements and ensure implementation.
- Continuously monitor business and employee perceptions across regions and functions, ensuring consistent, high-quality experiences. Service Performance & Insights

Service Performance & Insights

- Track, measure, and communicate service health beyond SLAs/KPIs, with a strong focus on user experience and stakeholder value.
- Apply service mining and analytics to uncover friction points, service gaps, and improvement opportunities.
- Provide data-driven insights to leadership on service effectiveness, highlighting risks and opportunities.

Governance & Stakeholder Engagement

- Establish a clear governance framework to oversee service quality, satisfaction, and improvement programs, including tracking and resolving service issues and escalations.
- Act as the primary liaison for business stakeholders on service experience topics, ensuring transparency and accountability.
- Foster partnerships with both internal GBS teams and outsourced (nearshoring and offshoring) providers to embed service excellence as a shared responsibility. Employee Experience & Enablement
- Partner with HR, Service Design, and Operations teams to ensure employee experience is central to service delivery.
- Partner with internal digital teams to design, implement, and maintain an effective helpdesk to address user needs swiftly and consistently.
- Promote employee engagement and empowerment as enablers of better client satisfaction outcomes.
- Lead initiatives that simplify employee interactions with GBS, ensuring services are intuitive, accessible, and reliable.

Required Qualifications

- Proven experience in Service Management or Service Excellence roles within a GBS, shared services, or multinational environment.

- Demonstrated success in service satisfaction measurement, survey design, and benchmarks.
- Strong analytical skills, with the ability to derive insights from satisfaction data, benchmarks, and service metrics.
- Excellent stakeholder management, relationship-building, and influencing skills across cultures and regions.
- Strategic thinker with a customer-centric mindset and the ability to translate insights into tangible service improvements.
- Bachelor's degree in Business, Finance, HR, IT, or related field preferred.

Preferred Qualifications

- Familiarity with service progression and performance mining or service analytics tools.
- Experience applying service design or human-centered design principles to improve service experiences.
- Knowledge of continuous improvement and change management frameworks.
- Previous exposure to outsourcing (nearshoring and offshoring) and vendor management in a multinational context.