

Director, Program Strategy & Management

Job ID
REQ-10029093
Nov 18, 2024
USA

About the Role

Major Accountabilities

- Lead a core team of cross-functional NPS stakeholders focused on ongoing patient support program refinement and measurement specific to the post-prescription experience in partnership with Program Data Insights and Analytics Center of Excellence (starting and staying on appropriate therapy)
- Serve as NPS subject matter expert on [Product] and provide key inputs to Portfolio Strategy & Lifecycle Management Center of Excellence for program designs related to onboarding, co-pay, adherence, e-services, and hub operations to ensure reconciliation with product P&L and objectives
- Drive integration of NPS priorities and program performance with identified product priorities, strategies and KPIs
- Support the development of marketplace and competitive landscape assessments to inform future state of NPS support required for [Product]
- Collaborate with training, NPS Centers of Excellence, field reimbursement, market access and NPS Manager Program Operations to provide input into field reimbursement team training
- Liaising with NPS Enterprise Intelligence and Insights team to gather insights on external and competitive benchmarking, scanning global best practices and liaising across network internal resources (marketing, sales reps, patient coordinators, reimbursement managers)
- Supports successful implementation of any new services launched/administered for NPS including planning, managing, budgeting and launching along with ensuring adequate staffing for operational support
- Oversee the creation of patient access and reimbursement content and resources in partnership with NPS Content Development Center of Excellence to support field execution of to support field execution of [Product] programs

Key Performance Indicators (Indicate how performance for this role will be measured)

- Drive program performance including start, convert and retain metrics for patients serviced by patient support programs (e.g. time to first fill, adherence/PDC) in support of product/portfolio objectives
- Ensure patient support program investment reflects product lifecycle needs and budget is aligned with product objectives

Ideal Background

Education

Bachelor's Degree, (PharmD, RN or MBA a plus)

Experience:

Required Experience:

- 7+ Pharma commercial experience, with 3 of those years of experience operating in patient services space and/or market access is required
- Proven success in Hub Services
- Ability to connect commercial, financial, and clinical perspectives to develop enhanced value messages and strategies
- Comprehensive understanding of access journey for a patient with ability to diagnose issues and impact across comprehensive set of channel participants and vendors
- Strong written and verbal communication skills, including comfort level with senior management presentations
- Strong experience with sales force communication
- Proven track record leading across cross-functional teams

Preferred Experience:

- In depth knowledge of specialty product distribution and service company business models
- In-depth knowledge and understanding of patient services challenges and opportunities
- Experience with specialty/buy and bill products
- Home office marketing experience
- Previous consultant or vendor experience

The pay range for this position at commencement of employment is expected to be between \$212,000.00 and \$318,000.00 per year; however, while salary ranges are effective from 1/1/24 through 12/31/24, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an "at-will position" and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

Role Requirements

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other.

Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together?

<https://www.novartis.com/about/strategy/people-and-culture>

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US

Business Unit
Innovative Medicines
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USA
Site
East Hanover
Company / Legal Entity
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Functional Area
Marketing
Job Type
Full time
Employment Type
Regular
Shift Work
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