

AD, NPS Vendor Operations (2 Positions)

Job ID
REQ-10023447
Sep 26, 2024
USA

Summary

Location: East Hanover, New Jersey

This position will be located at the East Hanover site and will not have the ability to be located remotely. This position will require travel as defined by the business (domestic and/ or international).

Please note that this role would not provide relocation and only local candidates will be considered

The Associate Director of NPS Vendor Operations will be responsible for the day-to-day oversight of an assigned group of vendor accounts that are providing services – hub, co-pay, adherence, free goods, digital, etc. – to the Novartis Patient Support (NPS) organization. He / she will serve as the single point of contact to manage vendor deliverables and performance. This candidate will require strong collaboration and prioritization skills to drive alignment across vendors and internal stakeholders, while managing multiple initiatives across several therapeutic areas.

This individual will work closely with NPS Disease Area & Product, Process Mapping, Requirements & Improvement, Quality, Enterprise Content Design, as well as Novartis Innovative Medicines Procurement, Contracting, Finance, Legal, Privacy and Compliance partners

About the Role

Major Accountabilities

- Serve as program owner and single point of contact for day-to-day vendor operations across a combination of key vendors / therapeutic areas, while managing all internal processes and governance protocols as they pertain to vendor management
- Partner with NPS stakeholders, procurement and contracting to develop or renew statements of work (SOW) and task orders (TO), scoping out vendor budgets, key deliverables etc.
- Align with NPS Disease Area & Product and NPS Product teams to understand priorities and program design & strategy based on customer & patient needs, targeted outcomes, market events etc.
- Collaborate with NPS Process Mapping, Requirements and Improvement to create standardized vendor business requirements documents (BRDs), while aligning with NPS Disease Area & Product operations and Enterprise Content Design to ensure vendor priorities, assets and milestones are up to date
- Own development, execution, approvals, change management and version control processes for vendor

BRDs, and ensure they align with vendor standard operating procedures (SOPs) and process flows

- Plan and project manage execution of prioritized vendor milestones and deliverables, communicating status and risks across stakeholder matrix
- Maintain oversight of vendor performance, identifying opportunities for operational enhancements and continual improvement, while supporting enterprise and program-specific business reviews
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes
- Facilitate and oversee vendor training, audit, quality compliance monitoring and escalation / issue resolution processes, including stakeholder communications around risk or non-compliance, as well as mitigation actions to uphold or restore business continuity and quality standards

Education Requirement:

- Bachelor degree required
- Advanced degree (MA, MS or MBA) preferred

Minimum Requirements:

- 5+ years of healthcare system, account or vendor management experience, including direct pharmaceutical experience in patient services
- 3+ years of program operations management experience
- Significant experience in project managing vendor onboarding, change management / transitions and milestone delivery
- Strong planning, organization, communication and problem-solving / escalation resolution skills.
- Proven ability to collaborate cross-functionally within and across internal functions
- Demonstrated ability monitor program performance and develop data-driven diagnostics and recommendations
- Customer focused with ability to develop long-term relationships with stakeholders and gain their trust and respect

Why Novartis: Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

You'll Receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

Commitment to Diversity & Inclusion: Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

Novartis Compensation and Benefit Summary: The pay range for this position at commencement of

employment is expected to be between \$144,000.00 and 216,000.00/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.

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers who are focused on building and advancing a culture of inclusion that values and celebrates individual differences, uniqueness, backgrounds and perspectives. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status. We are committed to fostering a diverse and inclusive workplace that reflects the world around us and connects us to the patients, customers and communities we serve.

Accessibility & Reasonable Accommodations

The Novartis Group of Companies are committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please send an e-mail to us.reasonableaccommodations@novartis.com or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Division

US
Business Unit
Innovative Medicines
Location
USA
Site
East Hanover
Company / Legal Entity
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Functional Area
Marketing
Job Type
Full time
Employment Type
Regular
Shift Work
No
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