

Director, NPS Enterprise Platform Management

Job ID
REQ-10051796
May 14, 2025
USA

Summary

The location for this role is East Hanover, NJ. The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager. This position will require 20% travel.

About the Role

The Director of Enterprise Product Management is responsible for overseeing the governance, alignment, and performance of all enterprise-wide products that provide value added services / solutions (e.g., digital enablers, patient engagement tools, enrollment channels, etc.). This leader ensures that all solutions are developed, maintained, and scaled in accordance with enterprise standards, compliance requirements, and strategic priorities. The role collaborates cross-functionally to drive consistency, efficiency, and innovation across the non-core product landscape

The ideal candidate understands how to map the access journey and the strategic moments that matter while soliciting end user feedback and designing engaging services and experiences that simplify & modernize patient support programs. Learnings from effort will be rolled into enterprise modular capabilities and standards to be scaled across the portfolio of patient support programs. The role assumes experience and comfort working closely with external & internal stakeholders across functions in a typical large pharma environment.

Your responsibilities will include, but are not limited to:

- Establish and lead the governance framework for non-core products, ensuring alignment to enterprise strategy, patient support needs, and compliance standards
- Define and manage product lifecycle processes, including intake, prioritization, evaluation, sunset, and documentation.
- Partner with core product owners, IT, compliance, legal, and patient support teams to ensure non-core products integrate seamlessly and responsibly into the broader ecosystem.
- Serve as a key point of contact for cross-enterprise stakeholders related to non-core product planning and execution. Maintain a centralized view of all non-core product investments, capabilities, and performance metrics.
- Develop and track KPIs, ROI, and risk mitigation strategies for active non-core solutions.
- Identify opportunities to scale successful non-core pilots into enterprise-standard solutions.
- Ensure readiness and repeatability of tools and services used across multiple programs or indications.

Required Qualifications:

- 8+ years of experience in product governance, program management, or digital health product leadership, preferably within the pharmaceutical or healthcare industry

- Deep understanding of patient support services and the broader commercial or access ecosystem
- Experience managing cross-functional projects with multiple stakeholders and competing priorities
- Strong understanding of medical, legal, regulatory and compliance environment and ability to work collaboratively
- Strong understanding of insights and competitive intelligence requirements for new product and indication launches
- Change management and project management experience
- Strong knowledge of governance frameworks, compliance processes, and digital product lifecycle
- Excellent communication, organizational, and decision-making skills

Education:

- Bachelor's degree required; MBA or advanced degree in business, technology, or healthcare preferred.

Novartis Compensation and Benefit Summary:

The pay range for this position at commencement of employment is expected to be between \$185,500.00 and \$344,500.00 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.

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. 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.

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

Universal Hierarchy Node

Location

USA

State

New Jersey

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

Job ID

REQ-10051796

Director, NPS Enterprise Platform Management

[Apply to Job](#)

Source URL: <https://prod1.id.novartis.com/careers/career-search/job/details/req-10051796-director-nps-enterprise-platform-management>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. <mailto:us.reasonableaccommodations@novartis.com>
5. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/East-Hanover/Director--NPS-

Enterprise-Platform-Management_REQ-10051796-1

6. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/East-Hanover/Director--NPS-Enterprise-Platform-Management_REQ-10051796-1