

# Associate Director, Learning Operations & Delivery

Job ID  
REQ-10055862  
Jun 26, 2025  
USA

## Summary

#LI-Hybrid

Novartis has an incredible opportunity for a talented individual to join our team as an Associate Director, Learning Operations & Delivery for US Marketing Operations. In this role, you will lead the operational execution and delivery of learning programs tailored specifically for our US Associates and advertising agencies, with the goal to increase operational fluency and executional quality, driving compliance and adoption of Novartis ways of working. You will oversee globally distributed Associates responsible for ensuring seamless, compliant, and impactful learning experiences that support business priorities in a highly regulated pharmaceutical environment. Agility and adaptability are essential as you navigate evolving business needs and regulatory requirements.

This position is based in East Hanover, NJ and will not have the ability to be located remotely. Please note that this role would not provide relocation and only local candidates will be considered. The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager. This position will require up to 20% travel.

## About the Role

### Key Responsibilities:

- Orchestrate and manage the Integrated Marketing Organization (IMO) learning operations for US associates, including program scheduling, logistics, resource allocation, vendor partnerships, and quality assurance to ensure timely and effective delivery.
- Functionally oversee Associates based in global corporate centers, upskilling, establishing realistic objectives, prioritizing, and delivering operational excellence.
- Collaborate closely with business leaders, subject matter experts, and cross-functional partners to align learning delivery with US-specific strategic priorities and compliance standards.
- Own the learning management systems (LMS), inclusive of compliant access management, and associated digital learning platforms to enhance learner experience, track progress, and ensure compliance, scaling from a hyper-focused delivery to IMO-wide learning experiences
- Apply adult learning theories and best practices to guide the design and delivery of learning content that maximizes engagement and knowledge retention. Lead Marketing Operations change initiatives, delivering the learning experience to drive adoption.
- Develop and implement content strategies that ensure learning materials are consistent, scalable, and aligned with Novartis' brand and compliance requirements.
- Utilize data analytics, learner feedback, and performance metrics to monitor program effectiveness, identify gaps, and implement continuous improvement initiatives.
- Champion agile methodologies to quickly adapt learning operations and delivery models in response to

changing business needs and regulatory landscapes.

- Ensure all learning programs comply with US pharmaceutical industry regulations, quality standards, and data privacy policies.

### **Essential Requirements:**

- Bachelor's degree in Education, Human Resources, Information Systems, Business, or related field; Master's degree preferred.
- Minimum of 8 years of proven experience in learning operations and delivery within the pharmaceutical or life sciences sector, with a focus on the US market.
- Experience navigating and collaborating across diverse teams in a matrixed environment.
- Strong project management skills with the ability to manage complex, multi-stakeholder learning portfolios.

### **Desirable Requirements:**

- Advanced knowledge of learning management systems (LMS), including administration and reporting.
- Deep understanding and application of adult learning principles and instructional design best practices.
- Expertise in content strategy development for learning programs.
- Familiarity with US pharmaceutical regulatory and compliance requirements for learning and development.
- Experience leading cross-functional initiatives and influencing senior stakeholders in a matrixed environment
- Demonstrated ability to drive innovation in learning delivery through technology, data, and agile methodologies
- Strong change management capabilities to support enterprise-wide learning transformations

### **Benefits and Rewards:**

The pay range for this position at commencement of employment is expected to be between \$160,300 and 278,800/year; however, while salary ranges are effective from 1/1/25 through 12/31/25, 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](mailto: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

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