

Director, Patient Support - Program Strategy & Management - Cell & Gene Therapies

Job ID
REQ-10047098
May 29, 2025
USA

Summary

#LI-Hybrid

Join Novartis as the Director, Novartis Patient Support (NPS) Program Strategy & Management and make an impact as a leader for product and program strategy in support of patient access to achieve product objectives for cell and gene therapy! This exciting role owns ongoing planning, evaluation, measurement, and optimization of short-term and long-term program performance to enable impact for Novartis and patients, inclusive of end-to-end patient and provider journeys, as well as all NPS programs and services including ordering, logistics, onboarding, co-pay, adherence, e-services, hub operations, external landscape/monitoring, and shifting market dynamic. This highly collaborative and agile leader is accountable for driving strong business performance in conjunction with the ED, NPS Associate and Associate Director.

Location: This position will be located 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. This position will require 20% travel as defined by the business (domestic and/ or international).

About the Role

Key Responsibilities:

- 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 disease area 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 disease area
- Collaborate with training, PSS 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 (manufacturing, logistics, quality, marketing, sales reps, patient coordinators, reimbursement managers)
- Supports successful implementation of any new services launched/administered for PSS 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 and HQ based execution of assigned therapeutic area programs
- Liaise with multiple NPS Centers of Excellence and cross-functional teams, including Global Manufacturing, Logistics, Quality, Therapeutic Area Strategy, Brand Marketing, Market Access, Customer Engagement (Sales), Field Reimbursement, Ethics and Compliance, Legal, Data Analytics, and Training

Essential Requirements:

- **Education:** Bachelor's degree required; PharmD, RN or MBA a plus
- 7+ years of 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

Desirable Requirements:

- In depth knowledge and understanding of specialty product distribution/service company business models and patient services challenges/opportunities with experience in specialty/buy and bill products
- Headquarters marketing experience, previous consultant or vendor experience

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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Benefits and Rewards:

The pay range for this position at commencement of employment is expected to be between \$185,500 and \$344,500/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.

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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

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