

# AD, NPS Lifecycle Management & Process Transformation (3 Positions)

Job ID  
REQ-10049662  
Apr 28, 2025  
USA

## Summary

This position will be located at the East Hanover, NJ site and will not have the ability to be located remotely. This position will require 20% travel as defined by the business (domestic and/ or international).

The Associate Director, NPS Lifecycle Management and Process Transformation is responsible for life cycle planning for in-line patient support programs and will develop deep forward-looking planning and right-sizing of our programs after launch to LoE. This individual will need to collaborate with the NPS Competitive Intelligence team to understand the external competitive environment and our internal product/portfolio strategies. This role ensures our Disease State teams are in a constant state of readiness to anticipate and act on external macro-environmental market changes, competitor new launches and other competitor strategies in a legal and compliant manner. This individual will work closely with NPS Vendor Management, NPS Competitive Intelligence, Disease Area & Product, Quality, Enterprise Content Design as well as Finance and Compliance partners.

The role includes overseeing the implementation of a lifecycle management framework, integrating patient services into in-line programs, and leading strategic patient support initiatives. The Associate Director stays at the forefront of trends by demonstrating thought leadership in personalized, technology-driven patient support, ensuring a patient-first approach in redefining industry standards for patient-centric care.

## About the Role

### Key Responsibilities:

- Strategic Planning: Assist in planning lifecycle management (LCM) for the Therapeutic Area portfolio.
- Brand Performance: Help develop strategies to improve brand performance by analyzing insights, trends, and competitive activity.
- Collaboration: Work with cross-functional teams to create an LCM framework for key products and participate in Governance Frameworks like CCRB, Quantum, and PSOC.
- Framework Rollout: Support the rollout and implementation of the LCM framework, including training, and integrate Patient Services offerings such as Copay, Free Goods, Patient Hubs, Clinical Support, Digital Solutions, and E-services.
- Patient Support Programs: Assist in developing strategies for patient support programs for existing products, new indications, and Loss of Exclusivity (LoE).
- Competitive Intelligence: Use competitive intelligence to help create unbiased, fact-based strategies and prioritize resources.
- Resource Optimization: Collaborate to develop strategies that reduce spending and reallocate resources

as patient support programs mature, ensuring efficiency and cost management.

- Quantum Portfolio Management: Support the Quantum Portfolio Management role to prioritize and implement strategic initiatives across the NPS roadmap.
- Business Excellence: Help maintain and execute Business Excellence assets like workflows, business requirement documents (BRD), and user acceptance testing (UAT).
- System Testing: Monitor system release testing via offshore resources, develop and maintain process maps and BRDs, and support the Mature products Portfolio.

#### **Essential Requirements:**

- Education: Bachelor's degree required, Advanced degree (MA, MS, MBA) preferred.
- Minimum of 6+ years of experience within the US healthcare sector, including significant roles in consulting at biopharmaceutical companies.
- Broad experience across various disciplines/functions such as commercial, marketing & sales, regulatory compliance, payors, providers, manufacturing, and quality. Demonstrated expertise in patient support disciplines/functions.
- Proven success in leading and managing cross-functional strategic projects with substantial business impact, showcasing the ability to drive organizational change.
- Extensive experience in senior stakeholder management, adept at effectively engaging and managing associates across diverse backgrounds and functions within a complex, matrixed organization. Strong capability to influence and drive decisions without direct authority, coupled with exceptional communication skills and proficiency in leading meetings with senior management.
- Exceptional strategic planning, organizational, and communication abilities with a proven track record in problem-solving and escalation resolution.
- Skilled in developing forward-looking plans and right-sizing programs from launch through Loss of Exclusivity (LoE). Demonstrated ability to anticipate and adapt to market changes and competitive launches, maintaining legal and regulatory compliance.
- Proven experience in driving process standardization and transformation initiatives, maintaining high standards of efficiency and effectiveness.
- Expertise in developing and implementing lifecycle management frameworks and patient support program strategies.
- Superior problem-solving skills combined with strong interpersonal abilities to effectively convey strategic needs and directives to teams, colleagues, and functions throughout the organization.

The pay range for this position at commencement of employment is expected to be between \$132,300 and \$245,700 per 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>

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<https://talentnetwork.novartis.com/network>

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### **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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