

Director, NPS Global Business Effectiveness Planning & Pharmacy

Job ID
REQ-10049663
May 16, 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 30% travel as defined by the business (domestic and/ or international).

The Director of Novartis Patient Support Global Business Effectiveness Planning & Pharmacy is a key role responsible for developing and managing the long-term strategic business planning to ensure Novartis Patient Support's (NPS) global organizational effectiveness, cost efficiencies, and building out a phased approach to utilizing a pharmacy as part of NPS. The primary focus will be on managing the 3-5 year strategic plan, optimizing cost effectiveness, and ensuring organizational effectiveness across global sites to deliver an enhanced customer experience NPS including the Patient Support Center (PSC). In addition the scope will include adding an enterprise pharmacy operation to NPS

Reporting directly to the VP LCM, Launch Excellence, this role will collaborate closely with strategic leads across NPS to develop comprehensive strategies that align with the goals and objectives of the PSC, NPS, and Novartis-US business. The Director of Business Effectiveness & Planning will play a vital role in shaping the future success and growth of NPS and the PSC, driving operational excellence to continue enhancing a superior customer experience.

The Director will be responsible for the end-to-end setup of a pharmacy operations. This includes knowledge in obtaining necessary licenses, experience in setting up operations, ensuring compliance with all regulations, and developing a robust logistics and customer service framework.

About the Role

Key Responsibilities:

- Prioritize long-term strategic planning, with a 3-5 year time horizon, for NPS and Novartis business planning around organizational site strategy and optimization.
- Drive greater alignment of NPS's impact, remit, objectives, and goals by outlining and supporting the strategic narrative through global organizational strategy.
- Champion the key pillars of operational effectiveness, cost efficiency, and customer experience as a key strategic mind for NPS on site relationships.
- Understand financial costing structures by site, including billing, site-specific workforce planning, and manage site performance metrics
- Develop and maintain handbooks for NPS / NOCC engagements, including initiative assessment, site openings, location capabilities, cultural onboarding, and introduction to international operations guide (etc.)

- and lead trainings, as needed, to drive best-in-class international collaboration and site management
- **Regulatory Compliance:** Understand necessary licensure requirements and ensure compliance with federal and state regulations, including HIPAA and FDA requirements.
- **Operational Setup:** Establish the design of the pharmacy's physical and digital infrastructure, including selecting and setting up pharmacy management software, inventory systems, and secure storage solutions.
- **Logistics Management:** Develop and implement efficient logistics and delivery systems to ensure timely and accurate delivery of medications.
- **Financial Management:** Manage the development and maintenance of the overall budget and work with cross functional stakeholders such as Finance, Vendor Management and Leadership.

Essential Requirements:

- **Education:** Bachelor's Degree required; advanced degree preferred (e.g., MBA, MHA, Pharm. D)
- Minimum of 6 years of experience in pharmacy practice or patient services / consulting in healthcare, with at least 2 years in a management role. Experience in mail order or online pharmacy is highly preferred
- Proven experience in strategic planning, preferably in a leadership role. Strong understanding of cost-saving strategies and optimizing organizational effectiveness.
- Experience in managing highly-matrixed organizations and adept at stakeholder management, including working with executive leadership
- Exceptional communication and interpersonal skills, enabling effective collaboration across teams.
- Strategic thinker and skilled at connecting the dots between functional goals, global site impact, NPS organizational goals, and Novartis-US business objectives. Proven ability to prioritize and manage multiple projects without compromising quality.
- Proficiency in pharmacy management software, knowledge of logistics and supply chain management. Strong consulting mindset and ability to create solid strategic plans and presentations for overall Pharmacy Strategy.
- **Compliance Knowledge:** In-depth understanding of federal and state pharmacy regulations and licensing requirements

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

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

BD&L & Strategic Planning

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

Director, NPS Global Business Effectiveness Planning & Pharmacy

[Apply to Job](#)

Source URL: <https://prod1.id.novartis.com/id-en/careers/career-search/job/details/req-10049663-director-nps-global-business-effectiveness-planning-pharmacy>

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-Global-Business-Effectiveness-Planning---Pharmacy_REQ-10049663
6. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/East-Hanover/Director--NPS-Global-Business-Effectiveness-Planning---Pharmacy_REQ-10049663