

AD, Patient Assistance Foundation - Program Operations

Job ID
REQ-10052529
Jul 01, 2025
USA

Summary

#LI-Hybrid

Join a leader in serving patients, Novartis Patient Assistance Foundation (NPAF) is a key resource for patients who may not be able to afford their Novartis medication. Novartis has a phenomenal opportunity for an Associate Director, NPAF - Program Operations who will support the execution and on-going management of Novartis' NPAF program. This role owns ongoing evaluation/measurement, and optimization of program sustainability across the portfolio and liaises with multiple internal/external stakeholders to execute on our mission with high integrity, in service of patients and in compliance with all applicable laws, regulations, policies and fulfilling all appropriate obligations to the donor.

This position will be located in East Hanover, NJ and will not have the ability to be located remotely. This position will require up to 10% travel as defined by the business (domestic and/or international). Please note that this role would not provide relocation and only local candidates will be considered.

About the Role

Key Responsibilities:

- Support execution of NPAF strategy with team & develop appropriate communications for stakeholders and customer-facing teams.
- Lead process and experience improvements for NPAF program and support lifecycle management to include launch products, and products that are reaching LOE
- Establish operational metrics, KPIs and useful statistics, and oversee the production of operations dashboard that provides visibility into performance and sustainability; Including compiling data needed for PAP annual reporting (US Annual Report & Novartis in Society)
- Support execution of Novartis NPAF with service providers and cross-functional stakeholders, demonstrating consistent performance on agreed upon service levels and metrics, managing the budget effectively, and with a long-term plan to improve program sustainability and efficiency
- Support management of patient escalations with compassion and effective communications.
- Support proper execution of NPAF policies and adherence to compliance standards.
- Lead budget tracking and annual budgeting process with cross-portfolio teams

Essential Requirements:

- **Education:** Bachelor's Degree is required; advanced degree preferred
- 4+ years of experience in the pharmaceutical, biotech or healthcare industry

- Minimum of 2 years of experience in patient services and reimbursement operations, either in pharma or at reimbursement HUBs
- Strong business acumen with the ability to link multiple insights across brands and channels to generate insights, prioritize business questions and develop effective recommendations.
- Demonstrated partnering and influencing skills, stakeholder management, project management, people management.

Benefits and Rewards:

The pay range for this position is expected to range between \$152,600 and \$283,400/year. The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors. Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards. US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

Read our handbook to learn about all the ways we'll help you thrive personally and professionally:

<https://www.novartis.com/careers/benefits-rewards>

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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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
U002 (FCRS = US002) Novartis Corporation
Functional Area
Communications & Public Affairs
Job Type
Full time
Employment Type
Regular
Shift Work
No
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