

# Associate Director, NPS Service Strategy & Standards

Job ID

REQ-10053190

Jul 01, 2025

USA

## Summary

The location for this role is East Hanover, NJ. The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager.

## About the Role

The Associate Director, NPS Service Strategy & Standards is responsible for planning and executing on the design and optimization of patient support program. This role will focus on creating seamless, efficient, and patient-centered service models that improve access, engagement, and outcomes. By leveraging service design principles, human-centered design methodologies and data-driven insights, the Associate Director will ensure that patient support programs are innovative, scalable, and aligned with evolving healthcare needs.

The ideal candidate understands how to map the access journey and the strategic moments that matter while soliciting end user feedback and designing engaging services and experiences that simplify & modernize patient support programs. Learnings from effort will be rolled into enterprise modular capabilities and standards to be scaled across the portfolio of patient support programs. The role assumes experience and comfort working closely with external & internal stakeholders across functions in a typical large pharma environment.

## Your responsibilities will include, but are not limited to:

- Assists with development and implementation of a strategic roadmap for patient support services that enhances practice and patient experiences. Identifies high impact moments that matter, and end user needs aligned to different service archetypes
- Drives workstreams to design patient support services blueprints and journeys, ensuring they are efficient, scalable, and reduce friction points to starting and staying on therapy
- Maintains modular, scalable enterprise service models, design standards, menus and playbooks for access, enrollment, onboarding, free goods, co-pay, adherence, and clinical services based on implications of external market and policy changes.
- Partners with NPS Experience Design to use a co-creation approach to pull-through feedback from end users back into our services blueprint and design
- Partners with NPS franchise teams to design and refine launch and existing support programs based on service design blueprint and standards
- Partners with IDS to gain data-driven insights to inform program design decisions and to define and track key experience metrics (e.g., satisfaction, engagement, and other outcomes KPIs) to measure the impact of co-created solutions

- Partners with within internal teams for execution pull-through of patient support programs, including but not limited to NPS Vendor Management, Novartis Contracting & Purchasing, Content Design, Patient Support Center, relevant business franchises, Novartis Legal, Privacy, and Ethics, Risk and Compliance
- Pilots new programs in response to the evolving external landscape and rolls best practices into internal capabilities. Owns all special project activity to test new solutions related to the evolving landscape
- Works within ethical and compliance policies to support a diverse and inclusive environment, adheres to Novartis policies and procedures, relevant state and federal laws and regulations and ensures that others around them do the same

### **What you'll bring to the role:**

### **Required Experience:**

- Bachelor's degree required in disciplines relevant to healthcare, pharmaceuticals, patient services and marketing strategy. Advanced degree (Master's or beyond) preferred
- Minimum of 6 years' experience in big Pharma or biopharma commercial functions for consumer-packaged goods, consumer marketing in healthcare or 10+ years of combined experience across biopharma consulting, pharma and health ecosystem with a record of increasing responsibility
- Strategic design/services design experience or degree in both design and health related field preferred
- Strong understanding of medical, legal, regulatory and compliance environment and ability to work collaboratively
- Strong understanding of insights and competitive intelligence requirements for new product and indication launches
- Change management and project management experience
- Experience in the coordination of teams with diverse skill sets (e.g. technical, clinical, operations, etc.) and the execution of large scale, multi-disciplinary projects
- Strong unstructured problem-solving skills and ability to work effectively without a blueprint
- Strong interpersonal skills to effectively convey management needs to colleagues and functions throughout the company

### **Novartis Compensation and Benefit Summary:**

The pay range for this position at commencement of employment is expected to be between \$132,300.00 and \$245,700.00 per year; however, while salary ranges are effective from 1/1/24 through 12/31/24, 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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