

Director, Patient Support - Business Planning & Strategy

Job ID
REQ-10054743
Jun 24, 2025
USA

Summary

#LI-Hybrid

Join Novartis and make an impact as the Director of Business Planning and Strategy for Novartis Patient Support (NPS), collaborating with the Chief Patient Experience Officer to establish a new strategy, team operations and enhance engagement within NPS and the US Commercial organization. This key role will identify strategic/operational areas of focus to enable transformational changes while managing ongoing NPS engagement, developing cross-divisional inter-connectivity and enable change management for the NPS organization. Additionally, the Director will be responsible for meeting and engagement planning across various strategic pillars as the key point of contact for executive engagements in the US and globally, in partnership with the Chief Patient Experience Officer.

This position will be based in East Hanover, NJ and will not have the ability to be located remotely. This position will require 10-20% travel as defined by the business (domestic and/ or international).

About the Role

Key Responsibilities:

- Create and provide strategic communications support for executive engagement for the Chief Patient Experience Officer both US and Global.
- Oversee and manage strategic engagements related to critical business priorities to senior internal and external audiences.
- Provide strategic counsel, daily operational and business planning support to the Chief Patient Experience Officer and NPS Organization.
- Lead, create, prioritization and execution of key prioritized strategic initiatives across NPS organization, in partnership with all other US Functions.
- Build excellence in day-to-day meeting operations and outcomes in service of the Chief Patient Experience Officer and NPS Organization.
- Create and embed new standard for effective critical strategic planning and reviews for the NPS Organization.
- Create and lead key initiatives for the NPS Organization with the Chief Patient Experience Officer, US LT and Global leaders to drive culture and operational excellence

Essential Requirements:

- **Education:** Bachelor's Degree required (MBA preferred)

- 8+ years in pharmaceutical, biotech, consumer, healthcare or healthcare consulting industry and highly preferably to be inclusive of at least 2 different types of cross-functional roles/commercial experience
- 2+ years in project management and translation of strategy/ideation into execution and through to impact
- 2+ years leading complex projects requiring global and local alignment
- Strong ability to simplify complex concepts & strategies and “tell a story” orally and in writing
- Strong analytical skills and an ability to generate insights and develop relevant action plans
- Self-starter eager to change and ready to challenge assumptions. Strong influencing skills with ability to interact and influence across various levels of seniority with tact and diplomacy in stressful situations
- Possess an enterprise mindset and passion for both strategy and execution as well as driving simplification, leadership, and problem solving.

Desirable Requirements:

- 2+ years within a significant consultancy group (e.g., McKinsey, BCG, Bain),

Novartis Compensation Summary:

The salary for this position is expected to range between \$194,600 and \$361,400 per 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.

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:

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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

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Market Access

Job Type

Full time

Employment Type

Regular

Shift Work

No

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1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
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6. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/East-Hanover/Director--Patient-Services---Planning---Strategy_REQ-10054743-2