

ED, Market Access Account Engagement

Job ID
REQ-10055497
Jun 25, 2025
USA

Summary

This position can be based remotely anywhere in the U.S. (there may be some restrictions based on legal entity). Please note that this role would not provide relocation as a result. The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager. This position will require overnight travel up to approximately 50% travel.

The ED, Market Access Engagement, will be responsible for the impact that your team has on patient access to Novartis therapies in your assigned segments. You will serve as the lead field organization as it relates to product access and distribution, pricing, discounting, and contracting engagements with accounts. In this capacity, you will be responsible for establishing ways of working with other market access and customer facing teams, establishing meaningful KPI's, developing plans to translate strategy into execution, and lead your organization in a manner consistent with Novartis values and behaviors. You will work in support of cross-functional teams and will be responsible for executing duties in a collaborative manner with exceptional internal and external communication while following all compliance guidelines. This role will report into the Vice President, Channel Strategy and Account Management.

About the Role

Key Responsibilities:

- **Team Leadership and Development**

- Inspire and cultivate a high-performing team by fostering a collaborative, inclusive, and excellence-driven environment.
- Attract, nurture, and retain top talent, ensuring the team motivated to achieve outstanding results.
- Guide team members in creating personalized development plans, offering regular feedback, and managing performance effectively.
- Identify and provide the necessary training and education to empower the team to meet their objectives.

- **Strategic Planning and Performance Management**

- Play a key role in shaping the strategic planning for account engagement, ensuring alignment with broader market access strategies.
- Develop and implement execution plans that translate strategy into actionable steps with your team and customers.
- Establish relevant KPI's that demonstrate leading/lagging impact of your organizations activity.
- Monitor, assess, and report KPIs to measure the success of market access initiatives.
- Keep track of account status and activity progress, sharing updates with relevant functional partners as needed

- Oversee the activation and management of internal processes to achieve key performance indicators (KPIs).
- Lead structured internal and external business reviews to assess progress, identify areas for improvement, and ensure alignment with strategic objectives.
- Collaborate with HQ teams on resource creation for assigned teams.
- Optimize relationships, collaboration, and communication with ecosystem partners.
- Create a framework for effective market access account planning through strong communication and insight sharing.
- Collaborate across teams and the organization to ensure appropriate communication and transparency of all account-related activities and actions.
- **Sharing Customer Insights**
 - Provide valuable input and feedback to the market access strategy team based on field insights.
 - Share account insights with channel strategy teams to enhance relationships, collaboration, and communication with ecosystem partners.
 - Offer suggestions for process improvements by sharing insights around customer experiences.
 - Deliver meaningful insights into market dynamics and competitor activities.
 - Participate in key decisions related to strategic pricing and contracting
- **Effectively Communicate and Collaborate with Ecosystem Partners (e.g., Customer Engagement, Novartis Patient Support, Field Medical).**
 - Provide input and feedback to the IPST through the market access strategy team as it relates to B2B engagement field insights.
 - Provide feedback to the market access strategy team regarding resource and content development to be used by Market Access and other cross functional field teams.
 - Coordinate and share account field insights with the channel strategy teams. Optimize relationships, collaboration and communication with ecosystem partners.
 - Maintain account status and activity progress, share as required with functional partners.
 - Activation and management of internal processes required to accomplish KPI's.
 - Appropriately share insights around customer experience with offer suggestions for process improvements.
 - Provide meaningful insights into market dynamics or competitor activities.
 - Provide insights and co-collaborate with HQ teams on resource creation for your assigned teams
- **Ethics and Compliance**
 - Conduct yourself with highest ethical standards and adhere to Novartis Code of Conduct.
 - Comply with all relevant laws and regulations and Novartis policies, and procedures, and ensure others around him/her do the same.
 - Ensure a diverse and inclusive environment free from all forms of discrimination and harassment.
 - Ability to obtain and maintain credentialing in order to work with and visit all assigned accounts and healthcare systems.

Essential Requirements:

- **Education:** Bachelor's degree required; MBA, or equivalent preferred
- Minimum of 9 years of relevant experience including experience leading, managing, and developing teams.
- Pricing, contracting, or account management experience in life sciences or healthcare required.
- Experience operating in highly complex market with operational interdependencies.
- Experience sharing meaningful insights to HQ colleagues to shape strategy.
- Existing market access acumen and expertise.
- Ability to create strategic frameworks that deliver results; comfortable navigating ambiguity

- Proven ability to successfully work in a cross functional and collaborative environment, simultaneously handle multiple tasks and to effectively manage and lead without formal direction.
- Demonstrated ability to manage complex projects and plan for successful outcomes.
- Strong stakeholder management and strategic project management skills

The pay range for this position at commencement of employment is expected to be between \$214,900 and \$399,100; 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:

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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
Remote, US
Site
Remote Position (USA)
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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