

# Director, NPS Program Strategy & Management

Job ID  
REQ-10022409  
Sep 16, 2024  
USA

## Summary

The role of the Director, NPS Program Strategy & Management (Gene Therapy) is to serve as a leader for product and program strategy in support of patient access to achieve gene therapy product and/or portfolio objectives. This role owns ongoing planning, evaluation/measurement, and optimization of short-term and long-term program performance to enable impact for Novartis and patients. This is inclusive of end-to-end patient and provider journeys, as well as all NPS programs and services (onboarding, co-pay, adherence, e-services, hub operations, product ordering & fulfillment experience, external landscape/monitoring, and shifting market dynamic).

This role requires a highly collaborative and agile leader to liaise with multiple NPS Centers of Excellence and cross-functional teams, including, but not limited to, Product Strategy, Marketing, Market Access, Customer Engagement (Sales), Field Reimbursement, Ethics and Compliance, Legal, Data Analytics, and Training. Finally, this role is accountable for driving strong business performance.

Location: The ideal location for this role is East Hanover, NJ site but remote work may be possible (there may be some restrictions based on legal entity). Please note that this role would not provide relocation as a result. If associate is remote, all home office expenses and any travel/lodging to specific NJ site for periodic live meetings will be at the employee's expense. The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager. This position will require some travel.

## About the Role

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

- Lead a core team of cross-functional NPS stakeholders focused on ongoing patient support program refinement and measurement specific to the post-prescription experience in partnership with Program Data Insights and Analytics Center of Excellence (starting and staying on appropriate therapy)
- Serve as NPS subject matter expert on gene therapy & indicated disease states and provide key inputs to Portfolio Strategy & Lifecycle Management Center of Excellence for program designs related to onboarding, co-pay, adherence, e-services, hub operations, and product ordering & fulfillment experience to ensure reconciliation with product P&L and objectives
- Drive integration of NPS priorities and program performance with identified product priorities, strategies and KPIs
- Liaising with NPS Enterprise Intelligence and Insights team to gather insights on external and competitive benchmarking, scanning global best practices and liaising across network internal resources (marketing, sales reps, patient coordinators, reimbursement managers)
- Supports successful implementation of any new services launched/administered for NPS including

planning, managing, budgeting and launching along with ensuring adequate staffing for operational support

- Maintain close alignment with NPS Advanced Technology Platform team to ensure that all program design decisions are in alignment with the platform strategy, tactics, and capabilities

#### **Minimum Requirements:**

- Bachelor's degree required; Advanced degree MPH, PharmD, MBA, or equivalent preferred
- 7+ Pharma commercial experience or Healthcare or Consulting, with 2 of those years of experience operating in patient services space and/or market access is preferred
- Ability to connect commercial, financial, and clinical perspectives to develop enhanced value messages and strategies
- Strong written and verbal communication skills, including comfort level with senior management presentations
- Proven track record leading across cross-functional teams

#### **Preferred Experience:**

- In-depth knowledge and understanding of patient services challenges and opportunities
- Previous consultant or vendor experience

The pay range for this position at commencement of employment is expected to be between \$212,000.00 and \$318,000.00 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>

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#### **EEO Statement:**

The Novartis Group of Companies are Equal Opportunity Employers who are focused on building and advancing a culture of inclusion that values and celebrates individual differences, uniqueness, backgrounds and perspectives. 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. We are committed to fostering a diverse and inclusive workplace that reflects the world around us and connects us to the patients, customers and communities we serve.

## 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

Innovative Medicines

Location

USA

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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