

# Patient Support Program (PSP) Lead

Job ID  
REQ-10022664  
Sep 19, 2024  
Ireland

## Summary

185+. This is the number of people dedicated to winning people`s heart and minds. Our MISSION is to discover new ways to improve and extend people's lives. We use science-based innovation to address some of society's most challenging healthcare issues. We discover and develop breakthrough treatments and find new ways to deliver them to as many people as possible

We are looking for a Patient Support Program (PSP) Lead to join our highly dynamic Oncology team, to deliver our vision to Reimagine Cancer Care in Ireland.

Patient Support Program (PSP) Lead is a non-promotional, office-based role responsible for providing strategic direction, operational excellence, leadership and oversight for the design, development and delivery of PSPs at Novartis Ireland, with the objective of enhancing patient care, improving adherence and outcomes for Novartis products.

Identifies opportunities for new PSPs by having an excellent understanding the PSP landscape in Ireland.

## About the Role

The PSP Lead is accountable for having oversight over the overall PSP budget, suppliers, and cross-functional collaboration with internal and external stakeholders.

### Major accountabilities:

- Lead the development and implementation of PSP strategies and plans, aligned with the global, regional and local objectives and priorities, and in compliance with the relevant policies, guidelines and regulations (IPHA Code of Practice).
- Manage the PSP budget and resources, ensuring optimal allocation, utilization and tracking of expenditures and outcomes.
- Ensure the delivery of high-quality PSP services by close interaction with external service providers and the in-house nurse service etc. to meet the needs and expectations of patients and healthcare professionals (HCPs) in Ireland.
- Monitor and evaluate the performance and impact of PSPs, using appropriate metrics, data analysis, reporting and feedback mechanisms, and implement continuous improvement actions as needed.
- Collaborate with internal stakeholders to ensure optimal execution and performance of all PSP operations activities.

- Manage the PSP suppliers and vendors, ensuring effective contracting, governance, communication, collaboration and issue resolution.
- Build and maintain strong relationships with internal stakeholders, such as medical affairs, BEE, patient safety, market access, marketing, sales, legal, compliance, etc., to ensure alignment and integration of PSP activities with the brand and business strategies.
- Engage with third party vendors to understand their offerings and to create PSP solutions that add value to patients and the healthcare system.
- Work with subject matter experts (SME) to identify the need for a PSP and to design and plan PSPs.
- Identify and leverage best practices, innovative solutions and emerging trends for PSPs, and share learnings and insights across the organization.
- Competency with process improvement frameworks (e.g. Lean Six Sigma).

### **Key Performance Indicators:**

- Quality and accuracy of forecast assumptions
- Excellent customer satisfaction scores
- Feedback from internal stakeholders
- Ability to identify and manage multiple stakeholders and projects in parallel
- Having best in class PSPs

**Financial responsibilities:** Have oversight of the PSP budget

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

### **Education and qualifications**

- BSc degree, or relevant work experience
- 5-10 years of experience in the pharma industry, with at least 3 years in PSP or related roles

### **Experience**

- Strategic mindset
- Excellent communication, collaboration, negotiation, and stakeholder management skills
- Proven track record of working cross-collaboratively and cross-functionally
- Experience in managing PSP suppliers and vendors, and ensuring contractual and service level agreements

### **Skills and knowledge**

- Strong leadership, strategic thinking, business acumen, and results orientation
- Excellent communication, collaboration, negotiation, and stakeholder management skills
- High level of customer focus, innovation, and quality assurance
- Advanced data and analytics skills, with proficiency in Microsoft Excel and CRM systems
- Excellent knowledge of the Irish healthcare system and environment, including the drug reimbursement process and the regulatory/legislative and compliance requirements for PSPs

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## **Why consider Novartis?**

766 million lives were touched by Novartis medicines in 2021, and while we're proud of this, we know there is so much more we could do to help improve and extend people's lives.

We believe new insights, perspectives and ground-breaking solutions can be found at the intersection of medical science and digital innovation. That a diverse, equitable and inclusive environment inspires new ways of working.

We believe our potential can thrive and grow in an unbossed culture underpinned by integrity, curiosity and flexibility. And we can reinvent what's possible, when we collaborate with courage to aggressively and ambitiously tackle the world's toughest medical challenges. Because the greatest risk in life, is the risk of never trying!

## **Imagine what you could do at Novartis!**

### **Commitment to Diversity & Inclusion:**

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

**Join our Novartis Network:** If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>

**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>

Division

International

Business Unit

Innovative Medicines

Location

Ireland

Site

Dublin (Country President Office (CPO))

Company / Legal Entity

IE02 (FCRS = IE002) Novartis Ireland Ltd

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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