

Director, Program Strategy & Management

Job ID
REQ-10029093
Nov 18, 2024
USA

Summary

One of the most important functions in today's biopharmaceutical industry is patient services. As ease of accessing HCP prescribed medications has become more difficult, the ability of a company to build, design, implement, and run dynamic end-to-end patient support offerings has become critical to patients successfully starting and staying on therapy.

The role of the Director, NPS [Product] is to serve as a leader for product and program strategy in support of patient access to achieve 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, 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 in conjunction with ED, NPS [Disease Area / Product] and Manager, Patient NPS Program Operations Management [Product].

About the Role

Major Accountabilities

- 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 [Product] and provide key inputs to Portfolio Strategy & Lifecycle Management Center of Excellence for program designs related to onboarding, co-pay, adherence, e-services, and hub operations to ensure reconciliation with product P&L and objectives
- Drive integration of NPS priorities and program performance with identified product priorities, strategies and KPIs
- Support the development of marketplace and competitive landscape assessments to inform future state of NPS support required for [Product]
- Collaborate with training, NPS Centers of Excellence, field reimbursement, market access and NPS Manager Program Operations to provide input into field reimbursement team training
- 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

- Oversee the creation of patient access and reimbursement content and resources in partnership with NPS Content Development Center of Excellence to support field execution of [Product] programs

Key Performance Indicators (Indicate how performance for this role will be measured)

- Drive program performance including start, convert and retain metrics for patients serviced by patient support programs (e.g. time to first fill, adherence/PDC) in support of product/portfolio objectives
- Ensure patient support program investment reflects product lifecycle needs and budget is aligned with product objectives

Ideal Background

Education

Bachelor's Degree, (PharmD, RN or MBA a plus)

Experience:

Required Experience:

- 7+ Pharma commercial experience, with 3 of those years of experience operating in patient services space and/or market access is required
- Proven success in Hub Services
- Ability to connect commercial, financial, and clinical perspectives to develop enhanced value messages and strategies
- Comprehensive understanding of access journey for a patient with ability to diagnose issues and impact across comprehensive set of channel participants and vendors
- Strong written and verbal communication skills, including comfort level with senior management presentations
- Strong experience with sales force communication
- Proven track record leading across cross-functional teams

Preferred Experience:

- In depth knowledge of specialty product distribution and service company business models
- In-depth knowledge and understanding of patient services challenges and opportunities
- Experience with specialty/buy and bill products
- Home office marketing experience
- 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>

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>

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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

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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