

# Manager, Program Operations Management

Job ID  
REQ-10036044  
Jan 23, 2025  
USA

## Summary

Location: East Hanover, NJ (Hybrid)  
#LI-Hybrid

### Job Purpose

The role of the Program Operation Manager is to support product and program strategy for Hematology. This role supports ongoing planning, evaluation/measurement, and optimization of short-term and long-term program performance to enable impact for Novartis and patients. This includes day-to-day management and monitoring of all Novartis Patient Support (NPS) programs and services (onboarding, co-pay, adherence, e-services, hub operations), and pull-through of customer-facing resources to support field execution of Hematology programs. Serves as the primary contact between NPS field associates and HQ on program operations and patient access and reimbursement content deployment.

This associate will collaborate closely with the Director of NPS Program Strategy and Management for Hematology on program evolution through the product life cycle. Additionally, they will liaise with multiple NPS Centers of Excellence and cross-functional teams.

## About the Role

### Major Accountabilities:

- Works as an integral part of the NPS cross-functional team to identify and escalate operational issues requiring resolution with NPS teams including, but not limited to, Vendor Management, Patient Support Center, Product Team and Field Operations
- Liaises with NPS Centers of Excellence, including, but not limited to, NPS Vendor Operations Team, to address day-to-day operational needs and provide input for Vendor Management Team to communicate with vendor partners
- Leads/ participates in daily/weekly calls as necessary to be operationally up to speed on all projects and issues with program management
- Assess program operations to ensure business objectives are being met and evaluates program performance against these objectives in partnership with Patient Support Center and Program Data Insights and Analytics Center of Excellence
- Acts as a consistent liaison, point of contact and facilitator to enable appropriate discussions and projects between NPS Operations, Product Teams, Vendors, USMM, Finance, Strategic Sourcing, Field, IT, Analytics, and other business partners and departments related to NPS Operational activities
- Supports successful communication of NPS programs to key stakeholders across the enterprise including sales, marketing, and field reimbursement teams and maintains an in-depth understanding of assigned NPS Program(s) and initiatives related to that program

- Understands key operational and program reports and uses them to measure business efficiency to manage overall program performance
- Partners with NPS Enterprise Content Design Team to pull-through customer-facing resources to field teams and content across all stakeholders (including MAP/FUSE)
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes

**What you will bring to the role;**

- Bachelor's Degree, (PharmD, RN or MBA a plus)
- At minimum 4+ years of work experience, with at minimum 2+ year's background in patient services or similar (including specialty pharmacy distribution & capabilities, patient care coordination, operational workflows, and managed care knowledge). Program management and/or project management experience
- Contract/task order writing and management of the complete contract lifecycle
- Ability to develop, apply and present on required reporting metrics and elements
- Fluency in English both oral and written communication skills

**Preferred Experience:**

- In depth knowledge of specialty product distribution and service company business models and understanding of patient services challenges and opportunities
- Ability to build relationships, collaborate and influence across a matrix organization
- Knowledge of HIPAA and OIG rulings that impact Patient Services, Experience with specialty and/or buy-and-bill products, Experience with vendor management a plus
- Therapeutic area experience/expertise

The pay range for this position at commencement of employment is expected to be between \$114,100 – \$211,900 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.

Read our handbook to learn about all the ways we'll help you thrive personally and professionally: [novartis-life-handbook.pdf](#)

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

**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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<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:**

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

State

New Jersey

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

BD&L & Strategic Planning

Job Type

Full time

Employment Type

Regular

Shift Work

No

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