

# Strategy & Operations Hub Manager, Associate Director

Job ID  
REQ-10038111  
Jan 29, 2025  
USA

## Summary

The Strategy & Operations Manager (Hub) is accountable for the implementation and execution of strategy, communication, change management, key priorities, and function deliverables on a hub level.

The Strategy & Operations Manager (Hub) is responsible for the implementation of hub communication strategy, information management and communication to internal and external stakeholders. The Strategy & Operations Manager (Hub) generates quantitative analyses and business insights to drive productivity and provides strategic input for the SSO Strategy & Operations Hub Head and the hub LT. The Strategy & Operations Manager (Hub) supports the development and integration of data insights and tools to ensure portfolio delivery.

#LI-Hybrid

The ideal location for this role is East Hanover, NJ 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 East Hanover 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.

## About the Role

### Key Responsibilities:

- Drive the translation, implementation, and execution of the global strategic plan at the hub level.
- Develop business continuity strategic initiatives and programs in the hub, collaborating closely with the countries.
- Support global/hub information and transformation initiatives, change management, and SSO evolution, including culture and mindset change.
- Ensure standardized and best-in-class solutions and systems are implemented across the hub.
- Build strategic partnerships with internal and external stakeholders.
- Drive innovation and change management processes, identifying strategic solutions to improve clinical study execution.
- Compile and highlight country feedback and insights to the Global S&O community, ensuring country needs are incorporated into the global/hub strategy as needed.
- Collect, compile, and communicate feedback from/to internal and external stakeholders.

## Role Requirements:

- BA/BS degree in Life Science, Business, Statistics, Finance or Operations related field (Master's or PhD preferred)
- 5+ years of experience in pharmaceutical development, preferably in Clinical Research
- Planning/execution or project management a plus
- Demonstrated thorough change agile mindset
- Experienced in Operations and Strategy of pharmaceutical development processes and in technical approaches
- Experience in performance management and productivity projects (incl. application of quantitative approaches to redesigning processes, improving productivity and/or improving efficiency)
- Thorough understanding of the international aspects of drug development process incl. international standards (GCP/ICH), health authorities (FDA/EMA), local/National Health Authorities regulations.
- Excellent strategic thinking skills, ability to manage multiple projects, flexibility to quickly adapt priorities according to business and strategic needs
- Demonstrated experience in matrix organizations and ability to influence without authority
- Strong communication, presentation and networking skills

**Novartis Compensation and Benefit Summary:** The pay range for this position at commencement of employment is expected to be between: \$138,600 and \$257,400/year; 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.

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<https://www.novartis.com/about/strategy/people-and-culture>

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Division

Development

Business Unit

Innovative Medicines

Location

USA

State  
New Jersey  
Site  
East Hanover  
Company / Legal Entity  
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation  
Functional Area  
Technology Transformation  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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