

Communications & Governance Support – Web & Digital Optimization

Job ID
REQ-10065793
янв 26, 2026
Ирландия

Сводка

Location: Dublin, Ireland #LI-Hybrid

Purpose of the role:

The Support Team Member will play a pivotal role in advancing the US-based Web Product and Digital Optimization team's communications and governance efforts. This position is responsible for managing the content calendar, supporting content creation, facilitating approvals, and ensuring timely delivery across Novartis channels. Additionally, the role will support the design, documentation, and communication of governance processes and operating models for web platforms, collaborating with cross-functional teams to drive best practices and compliance. This role will report directly into the Director, Customer Success & Bus Operations, Web & Digital Optimization.

About the Role

Major Accountabilities:

Communications Support

- Content Calendar Management: Own and update the team's content calendar, ensuring alignment with strategic priorities and timely delivery of communications.
- Content Creation & Delivery: Draft, edit, and prepare content (articles, infographics, presentations, newsletters, videos, etc.) for internal and external audiences, reflecting the team's tone of voice and values.
- Approval Coordination: Facilitate the content approval process, including running drafts through AI tone-of-voice filters, uploading to Teams/SharePoint, and coordinating feedback from leadership.
- Channel Management: Deliver content through appropriate Novartis channels (SharePoint, Teams, email, newsletters, MAP portal, etc.), ensuring consistent messaging and branding.
- Workshop & Event Support: Assist in the preparation and delivery of workshops, onboarding sessions, and team events, including logistics, materials, and communications.
- Measurement & Reporting: Track engagement metrics (views, open rates, participation, feedback) and contribute to reporting on communications effectiveness.

Governance & Operating Model Support

- Process Documentation: Support the development and maintenance of governance frameworks for web development, including policies for site requests, content updates, compliance, and stakeholder engagement.
- Operating Model Drafting: Assist in mapping workflows, decision-making structures, and escalation paths for web development teams.
- Stakeholder Training & Communication: Prepare clear communications, presentations, and training materials to educate stakeholders on governance processes and operating models. Support workshops and onboarding sessions.
- Collaboration: Work closely with product owners, IT, marketing, compliance, and business operations to ensure governance and operating models meet business needs and regulatory standards.
- Continuous Improvement: Gather feedback, monitor process effectiveness, and support implementation of improvements to optimize efficiency and compliance.
- Reporting: Help establish KPIs and reporting mechanisms to track adherence to governance processes and the performance of operating models.

What you'll bring to the role:

- Bachelor's degree (minimum requirement) ideally with an advanced degree in science and /or business
- Full professional proficiency in English with excellent verbal/written communication skills
- Minimum 2 years in internal communication, product management, team operations, or similar roles; pharma/healthcare background preferred
- Strong project management skills and a structured mindset
- Able to communicate effectively with senior management, manage issues, resolve conflicts, and mitigate risks
- Proven ability to work cross-functionally across cultures and geographies in a complex matrix environment
- Familiarity with Drupal/Web CMS, digital platforms (SharePoint, Teams), and governance/compliance frameworks
- High curiosity, adaptability, and comfort with ambiguity; agile/product methods knowledge is a plus

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>

Disclaimer*: Some restrictions on flexible working options may apply and will be discussed during interview if applicable

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>

Commitment to Diversity and Inclusion / EEO:

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

Accessibility and accommodation:

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to diversity.inclusion_ch@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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>

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Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

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US
Business Unit
Marketing
Место
Ирландия
Сайт
Dublin (NOCC)
Company / Legal Entity
IE02 (FCRS = IE002) Novartis Ireland Ltd
Functional Area
Маркетинг
Job Type
Full time
Employment Type
Regular
Shift Work
No

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