

Director - Strategy & Operations Neuroscience

Job ID
REQ-10078106
май 14, 2026
США

Сводка

#LI -Hybrid

This position will be located at the East Hanover, New Jersey site and will not have the ability to be located remotely. This position will require travel as defined by the business (domestic and/ or international).

Please note that this role would not provide relocation, and only local candidates will be considered.

The role of the Director, NPS Program Strategy & Management is to serve as a leader for product and program strategy in support of patient access to achieve gene therapy 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, product ordering & fulfillment experience, 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.

About the Role

Your responsibilities will include, but are not limited to:

- 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 gene therapy & indicated disease states and provide key inputs to Portfolio Strategy & Lifecycle Management Center of Excellence for program designs related to onboarding, co-pay, adherence, e-services, hub operations, and product ordering & fulfillment experience to ensure reconciliation with product P&L and objectives
- Drive integration of NPS priorities and program performance with identified product priorities, strategies and KPIs
- 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
- Maintain close alignment with NPS Advanced Technology Platform team to ensure that all program design decisions are in alignment with the platform strategy, tactics, and capabilities

What you'll bring to the role:

Education: Bachelor's degree required; Advanced degree MPH, PharmD, MBA, or equivalent preferred

Experience:

- 7+ Pharma commercial experience or Healthcare or Consulting, with 2 of those years of experience operating in patient services space and/or market access is preferred
- Ability to connect commercial, financial, and clinical perspectives to develop enhanced value messages and strategies
- Strong written and verbal communication skills, including comfort level with senior management presentations
- Proven track record leading across cross-functional teams

Preferred Experience:

- In-depth knowledge and understanding of patient services challenges and opportunities
- Previous consultant or vendor experience

Novartis Compensation Summary:

The salary for this position is expected to range between \$185,000 and \$344,500 per year.

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors.

Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards.

US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers. 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.

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.

Дивизион

US

Business Unit

Marketing

Место

США

Состояние

New Jersey

Сайт

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Маркетинг

Job Type

Full time

Employment Type

Regular

Shift Work

No

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