

ED, Workforce & User Experience

Job ID
REQ-10086184
avr 21, 2026
CUSA

Сводка

#LI-Hybrid

This position will be located at the East Hanover, NJ 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).

Imagine shaping how work gets done across one of the world's leading healthcare organizations. As the Executive Director, Workforce & User Experience, you will lead the design of future work and the end-to-end associate experience across Novartis' most critical transformation initiatives. This is a unique opportunity to influence how people, processes, artificial intelligence, and tech-nology come together to create seamless, human-centered experiences at scale. You'll help de-fine the future of work by ensuring innovative solutions are usable, responsible, and designed to empower associates while driving meaningful business impact across the enterprise.

About the Role

Key Responsibilities:

- Define and scale future-work design methodologies across enterprise transformation initiatives.
- Lead end-to-end experience design spanning workflows, services, technology, and associate interactions.
- Ensure responsible artificial intelligence, governance, and human accountability are embedded in future-state designs.
- Direct research, service blueprinting, journey mapping, prototyping, and usability validation activities.
- Translate future-work concepts into workforce, skills, capacity, and organizational implications.
- Partner across functions to align workforce strategies with adoption and implementation plans.
- Establish design governance frameworks, quality standards, and validation criteria from discovery through deployment.
- Champion accessibility, privacy, compliance, and responsible design across all transformation programs.
- Develop and mentor design leaders, user experience professionals, and external design partners.
- Build reusable design assets, frameworks, and systems that improve scalability, adoption, and user outcomes.

Essential Requirements:

- **Education:** Bachelor's degree in a related field required. Advanced degree preferred
- 12+ years of experience in service design, experience design, user experience, human-centered design, workforce transformation, organization design, digital product design, or enterprise transformation.
- Demonstrated experience leading the end-to-end redesign of complex workflows and experiences, including user research, journey mapping, service blueprints, workflow prototyping, usability validation, and translation into workforce and organization implications.
- Proven ability to integrate associate, customer/patient, business process, data, technology, and human/AI interaction perspectives into coherent and scalable future-work designs.
- Experience building and leading teams and managing external partners
- Executive-level communication, design facilitation, influence without authority, and the ability to use research and evidence to challenge assumptions and guide senior stakeholders through ambiguous transformation decisions.

Novartis Compensation Summary:

The salary for this position is expected to range between \$204,400 and \$379,600 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.

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США
Состояние
New Jersey
Сайт
East Hanover
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Functional Area
Информационные технологии
Job Type
Full time
Employment Type
Regular
Shift Work
No

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