

Portfolio Account Specialist, Oncology

Job ID
REQ-10086707
авг 27, 2026
Австралия

Сводка

Novartis is seeking a commercially driven and customer-focused Portfolio Account Specialist to join our Oncology team, with a focus on our Haematology portfolio.

Based in Victoria, this role will cover key accounts across Victoria and South Australia and is an excellent opportunity for a true Key Account Management professional who thrives in complex healthcare ecosystems.

You will work closely with healthcare professionals, key stakeholders, opinion leaders and internal cross-functional teams to deliver meaningful customer engagement, support improved patient outcomes and drive competitive sales growth across the territory.

This is a highly strategic field-based role, requiring strong business acumen, deep customer insight, and the ability to navigate the healthcare system with confidence, integrity and impact.

About the Role

Drive Competitive Sales Growth

- Identify and prioritise high-potential customers, including HCPs and key stakeholders, through data analysis and insight generation.
- Understand the stakeholders who influence prescribing decisions and tailor engagement accordingly.
- Drive territory sales performance through the skilful orchestration of positive, relevant and value-adding customer experiences.
- Develop and execute dynamic territory, account and customer interaction plans aligned to business priorities.

Engage and Build Strong Customer Relationships

- Engage in value-based conversations, both in person and virtually, to understand customer challenges, decision drivers, pain points and opportunities.
- Personalise customer engagement journeys for target HCPs by reflecting customer preferences and leveraging approved content across multiple channels.
- Build sustained, trusted partnerships with HCPs and healthcare stakeholders over time.
- Deliver memorable, customer-centric experiences that go beyond clinical differentiation by listening to customer needs and understanding their healthcare environment.
- Establish effective working relationships with opinion leaders and key medical influencers at territory level.
- Challenge current behaviours where appropriate to support improvements in the patient journey, ensuring the right patient receives the right treatment at the right time.

Develop Deep Customer Insights

- Gather insights into each customer's priorities, environment and business challenges.
- Follow up on customer feedback and translate insights into actions that create value and exceed expectations.
- Leverage available data sources to dynamically prioritise and refine territory, account and engagement plans.
- Share customer insights with relevant internal stakeholders to support the development of product and indication-related content, campaigns and interaction plans.

Deliver Value to Customers and Patients

- Collaborate compliantly with cross-functional teams to design and implement solutions that address unmet customer and patient needs.
- Act as a trusted partner to customers by listening, learning and identifying compliant opportunities to add value.
- Build relationships in an ethical and transparent manner, with clear intent and respect for customers, colleagues and patients.
- Uphold the Novartis Code of Ethics, Values and Behaviours in all interactions.
- Speak up and act appropriately when faced with ethical dilemmas or situations that do not seem right.
- Report technical complaints, adverse events and special case scenarios related to Novartis products within 24 hours of receipt.
- Manage the distribution of marketing samples where applicable and in line with relevant requirements.

About You

You are a commercially astute account management professional who understands how to operate within complex healthcare systems. You are confident engaging with healthcare professionals, building long-term relationships and using insights to deliver value for customers and patients.

- Experience in pharmaceutical, biotechnology, medical or healthcare sales, ideally within oncology, haematology or a specialist care environment.
- Strong key account management capability, with experience navigating hospital, specialist and broader healthcare ecosystems.
- Ability to identify customer needs, generate insights and translate these into impactful engagement plans.
- Strong communication and influencing skills, with confidence engaging both face to face and virtually.
- Demonstrated ability to build trusted, ethical and compliant relationships with healthcare professionals and stakeholders.
- Strong business planning, prioritisation and territory management skills.
- A collaborative mindset and ability to work effectively with cross-functional teams.
- High standards of integrity, accountability and customer focus.

Why Novartis

At Novartis, we are committed to reimagining medicine to improve and extend people's lives. We are looking for people who are curious, courageous and collaborative, and who want to help shape the future of healthcare through meaningful customer partnerships and patient-focused solutions.

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 \(PDF 30 MB\)](#)

Дивизион
International
Business Unit
General Management
Место
Австралия
Сайт
Victoria (VIC)
Company / Legal Entity
AU04 (FCRS = AU004) Novartis Pharmaceuticals Australia Pty Ltd
Alternative Location 1
South Australia (SA), Австралия
Functional Area
Продажи
Job Type
Full time
Employment Type
Regular (Sales)
Shift Work
No

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