NOVARTIS

Account Manager Immunology (Rheumatology)

Job ID
REQ-10092211
Ноя. 16, 2026
Дания

Сводка

The Account Manager is a specialized commercial role designed to address market complexity such as low disease awareness, patient identification challenges, or complex referral pathways. The role is primarily focused on demand generation through high-quality engagement with prescribing healthcare professionals, within assigned territory, Therapeutic Area, or specific brand. Working alongside Sales Representatives, V&A Field roles, and Medical (including MSLs), the Account Manager works towards optimal customer engagement in full alignment with Novartis values, ethics, and compliance standards.

Responsible for Immunology in Denmark.

About the Role

Major Accountabilities:

- Identify and prioritize opportunities within accounts based on patient, customer, and system insights.
- Drive development of consistent and insight-based account plans for priority customers and institutions, using deep understanding of the healthcare ecosystem, patient journeys, and stakeholder dynamics.
- Deliver high-quality, compliant customer engagement across face-to-face and digital channels by orchestrating tailored omnichannel journeys that create value, build trust, and support appropriate brand adoption.
- Collect, interpret, and share field insights on best practices, customer needs, market dynamics, and competitor activity.
- Ensure accurate and timely completion of CRM documentation and administrative requirements.
- Working closely with Value & Access and Execution Excellence to identify barriers to diagnosis, referral, access, and treatment initiation, and work with cross-functional partners to support solutions that improve patient outcomes.
- Partner closely with Field Force, Execution Excellence, Medical, Marketing, Value & Access, and other teams to share insights, align priorities, and co-create value for customers.
- Operate in full compliance with Novartis policies, industry codes, and local regulations, ensuring ethical and transparent conduct at all times.

Key Performance Indicators:

- Commercial performance vs. agreed targets (sales, growth, account contribution)
- Quality & execution of strategic account plans (planned vs. executed)
- Customer engagement effectiveness across omnichannel touchpoints (coverage, frequency, quality)
- Insight quality & relevance shared with cross-functional teams
- Progress against account-specific objectives (e.g. access milestones, pathway improvements where applicable)

Ideal Background:

Education:

- University degree in life sciences, healthcare, business, or a related field.

Languages:

- Danish & English

Experience/Professional Requirement:

- Relevant experience in pharmaceutical or healthcare sales or account management. Preferably experience in Rheumatology.
- Strong customer engagement and relationship management skills.

- Demonstrated ability to manage complex accounts and multiple stakeholders.
- Experience working cross-functionally with medical, access, and marketing teams.
- Ability to execute omnichannel customer engagement strategies.
- Commercial mindset with strong execution focus.
- Strong communication and interpersonal skills.
- Ability to work independently while collaborating across teams.
- Proven ability to incorporate digital/AI tools as part of daily work.
- High standards of integrity, ethics, and compliance awareness.

Benefits & Rewards

At Novartis, we're committed to reimagining medicine together - and rewarding the people who make it happen.

Expected Annual Base Salary Range for role:612,500.00 - 875,000.00 - 1,137,500.00 DKK Annual

The base salary offered is determined based on gender-neutral objectives, such as relevant skills, competencies and experience in accordance with the Novartis pay setting policy and upon joining Novartis will be reviewed periodically.

In addition to your base salary, you may be eligible for a performance-based bonus depending on certain performance parameters.

The rewards of being part of our team go far beyond base pay and incentives. We also offer a variety of competitive benefits in kind to help you thrive personally and professionally, such as insurance plans, retirement plans, wellbeing resources and global recognition programs. In addition, we provide flexible and hybrid working options, where possible, and minimum 14 weeks paid parental leave.

You may be eligible for a company vehicle or a car allowance in accordance with the applicable local Novartis policies and guidelines.

Pay equity is a fundamental principle of our employment policy and reflects our commitment to create a diverse, equitable and inclusive environment that treats all employees with dignity and respect, as outlined in our Code of Ethics.

Read our brochure to learn more about our global total rewards offering:

https://www.novartis.com/sites/novartis_com/files/novartis-life-handbook.pdf

Note: Benefits and compensation may vary by country and are subject to local legal requirements, including provisions of collective bargaining agreements where applicable. A full overview of your compensation package, including any relevant collective bargaining agreement details applicable to your role based on your employment location and Novartis employer entity, will be communicated separately to you during the application process.

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)

Primary location salary range
kr612,500.00 - kr1,137,500.00
Дивизион
International
Business Unit
General Management
Место
Дания
Сайт
Copenhagen
Company / Legal Entity
DK06 (FCRS = DK006) Novartis Healthcare A/S
Functional Area
Продажи
Job Type
Full time

Employment Type
Regular
Shift Work
No

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