

# Manager Quality Assurance, System & Standards Novartis Patient Support

Job ID  
REQ-10050912

5月 14, 2025

USA

## 摘要

The location for this role is East Hanover, NJ. The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager.

## About the Role

The Manager Quality Assurance, System & Standards leads the overall Quality Assurance activities for Novartis Patient Support programs in designing and monitoring Quality management systems, such as training which encompasses creation and maintenance of training curricula, to optimize compliance in NPS.

Your responsibilities will include, but are not limited to:

- Ensure the Quality principles, policies and procedures that foster a knowledgeable and compliant organization are engrained in routine activities of the Novartis Patient Support organization.
- Ensure quality KPIs are quantifiable with success metrics.
- Identify, develop and implement training system that addresses Quality and Compliance policies and requirements relevant to specific roles within each NPS function.
- Continuously evaluate, to identify opportunities in area of Quality/Compliance systems and standards including remedial action plans and tracks resolution.
- Periodic monitoring of internal hub and external vendors systems and processes to ensure compliance.
- Manage external NPS business process assessments.
- Create and maintain training curricula for the NPS organization, including maintenance of training courses in internal system and training assignment; Up4Growth.
- Maintain personnel groups in Up4Growth (transfers in and out of different groups)

#### Required Qualifications:

- Professional experience in the field of Quality Assurance
- 5+ years of relevant experience within the regulated pharmaceutical industry
- Preferred to have experience with training and training-related tasks
- Ability to identify opportunities for continued improvements and drive their implementations across the organization.
- Knowledgeable on effective Quality documentation systems and training practices
- Experience in project management, planning and organization, and audits.
- Ability to work effectively as an individual contributor and in a team structure; maintain strong cross-functional ties with key business partners.
- Good collaboration, negotiation, communication and team facilitation skills.

#### Education:

- BA /BS required.

#### Novartis Compensation and Benefit Summary:

The pay range for this position at commencement of employment is expected to be between \$108,500.00 and \$201,500.00 per year; however, while salary ranges are effective from 1/1/24 through 12/31/24, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will

be provided if an employee receives an offer of employment. If hired, employee will be in an “at-will position” and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

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>

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#### EEO Statement:

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#### 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](mailto: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.

部门  
US

Business Unit  
Universal Hierarchy Node

地点  
USA

状态  
New Jersey

站点  
East Hanover

Company / Legal Entity  
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area  
Quality

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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