

## Associate Director, NPS Experience Design

Job ID  
REQ-10053193

7月 25, 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 Associate Director, NPS Experience Design is responsible for implementing co-creation initiatives that shape patient support experiences along the entire service journey. This role will drive collaborative design efforts by engaging patients, practices, and internal teams to help develop innovative, patient-centric micro experiences. The Associate Director will lever-age co-creation methodologies, and data-driven insights to create experiences that improve access, engagement, and outcomes in patient support programs.

The ideal candidate has experience in translating end user feedback into actionable plans to optimize experiences. Successful candidates will have a strong background in advisory board facilitation with

high emphasis on designing experiences with key internal and external stakeholders that simplify & modernize patient support programs. The role assumes experience working closely with external & internal stakeholders across functions in a typical large pharma environment.

Your responsibilities will include, but are not limited to:

- Plans and executes co-creation sessions partnering with team of strategists and designers to build exercises, iterate on prototyped concepts, run design validation tests and to integrate feedback into the design of programs for copay, free goods, clinical services, onboarding and adherence.
- Executes a framework for iterative testing, piloting, and scaling of patient support experiences that are practical, user-friendly, and impactful. Validates capability design with end users to refine prototyped concepts for launch
- Partners with the NPS Service Strategy & Standards, Platform, and Content teams to integrate end user feedback and real-world experiences into patient support service design and aligned capabilities and experiences
- Maintains a library of design feedback and prototyped concepts to serve as feeder inspiration for future program design
- Collaborates with service strategists, product managers, developers, content owners and vendors to test and bring patient-facing solutions to life
- Executes efforts to assess the experience engaging with Novartis Patient Support, partnering with IDS to design measurement frameworks to optimize design
- Partners with IDS to gain data-driven insights to inform program design decisions and to define and track key experience metrics (e.g., satisfaction, engagement, and other outcomes) to measure the impact of co-created solutions
- Partners with IDS on qualitative and quantitative research, including patient feedback, operational data, and industry benchmarks, to inform service and capabilities decision-making
- Works within ethical and compliance policies to support a diverse and inclusive environment, adheres to Novartis policies and procedures, relevant state and federal laws and regulations and ensures that others around them do the same

What you 'll bring to the role:

Required Experience:

- Bachelor 's degree required in disciplines relevant to healthcare, pharmaceuticals, patient services and marketing strategy. Advanced degree (Master 's or beyond) preferred
- Minimum 6 years ' experience in big Pharma or biopharma commercial functions for consumer-packaged goods, consumer marketing in healthcare or 10+ years of combined experience across biopharma consulting, pharma and health ecosystem with a record of increasing responsibility
- Strategic design/services design experience or degree in both design and health related field preferred
- Strong understanding of medical, legal, regulatory and compliance environment and ability to work collaboratively
- Strong understanding of insights and competitive intelligence requirements for new product and indication launches

- Change management and project management experience
- Experience in the coordination of teams with diverse skill sets (e.g. technical, clinical, operations, etc.) and the execution of large scale, multi-disciplinary projects
- Strong unstructured problem-solving skills and ability to work effectively without a blueprint
- Strong interpersonal skills to effectively convey management needs to colleagues and functions throughout the company

#### Novartis Compensation and Benefit Summary:

The pay range for this position at commencement of employment is expected to be between \$132,300.00 and \$245,700.00 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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

## 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](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  
Marketing

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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