

## Executive Director, NPS Vendor Management & Contracting

Job ID  
REQ-10057302

7月 14, 2025

USA

### 摘要

This position will be located in East Hanover, NJ and will not have the ability to be located remotely. This position will require 30% travel as defined by the business (domestic and/ or international).

Bringing life-changing medicines to millions of people, Novartis sits at the intersection of cutting-edge medical science and innovative digital technology. As a global company, the resources and opportunities for growth and development are plentiful including global and local cross functional careers, a diverse learning suite of thousands of programs & an in-house marketplace for rotations & project work. With a strong medicines pipeline our current transformation will not just deliver growth for our business but continue to allow us to bring innovative medicines to patients quickly.

Up to 27 potential launches expected in the next 5 years at Novartis. The Novartis Patient Support (NPS) team is at the forefront of transforming how the industry helps patients get access to treatment. Do you want to be part of a team that puts patients first with a strong focus on reimagining patient-centric initiatives? We ' d love to hear from you.

One of the most important functions in today ' s pharmaceutical industry is patient services. As ease of accessing HCP prescribed medications has become more difficult, the ability of Pharma to build, de-

sign, implement, and run dynamic end-to-end patient support offerings has become absolutely critical to a patient's success.

The Executive Director of NPS Vendor Management & Contracting will be responsible for the entire book of business for vendor accounts that are providing NPS customer and patient-facing services - hub, co-pay, adherence, free goods, digital, etc. They will serve as a key thought leader in the management of these partners, driving forward-thinking design and execution of our patient services programs. This candidate will require strong collaboration and negotiation skills, not only to gain alignment with NPS vendors, but also internally with the larger NPS and Novartis organization.

This individual will work closely with cross-functional partners within NPS, such as Disease State Teams, Launch & Operational Excellence, Product and IT teams, etc., as well as Novartis Market Access, Managed Markets Finance, Procurement, Finance, Legal, Patient Safety, Privacy and Compliance partners.

## About the Role

### Key Responsibilities:

- Lead Vendor Management and Contracting teams, managing priorities, service line alignments, ways of working, performance and development at individual and team levels
- Manage and continuously improve end-to-end process for vendor contracting, onboarding, and ongoing management of vendor account, operations, quality, compliance and finance
- Oversee vendor portfolio, capabilities, and performance via cadenced business reviews and executive planning engagements
- Build, manage and publish NPS Vendor Management and Contracting roadmaps aligned to enterprise and program-level, for cross-functional transparency around vendor milestones, deliverables and interdependencies
- Identify, assess and mitigate potential NPS business risks that may arise through vendor contract negotiations, onboarding, ongoing engagement and performance
- Develop and oversee centrally managed standards for streamlined contract structure, performance management, financial oversight and quality monitoring across vendor matrix
- Participate in governance and decision-making forums to ensure appropriate alignment between enterprise or leadership-level objectives, and program strategy or execution
- Manage strategic alliance and joint roadmap development at enterprise and vendor-leadership levels; serve as escalation or point of contact for strategic partners
- Collaborate cross-functionally for alignment across launches, go-to-market forums, strategic priorities, issue resolution and change management
- Ensure internal and vendor adherence to standards around contracting, patient safety, finance, compliance and quality assurance, via proper documentation, monitoring, escalation resolution management and general audit-readiness

### Essential Requirements:

Education: Bachelor's degree required; MBA or equivalent preferred.

## Experience:

- 10+ years of direct experience in pharmaceutical patient services and / or market access
- 6+ years of supplier account management or program operations experience
- Significant experience in vendor onboarding, management and transitions including all aspects of developing strategy and design to execution
- Strong matrix-leadership, planning, organization, communication and problem-solving skills
- Proven ability to collaborate cross-functionally within and across internal functions
- Demonstrated experience analyzing complex situations and processes, effectively integrating and synthesizing information to simplify and form a complete cohesive picture
- Demonstrated ability to synthesize information to develop recommendations, with ability to persuade / influence organizational pursuit of recommended path
- Customer focused with ability to develop long-term relationships with stakeholders and gain their trust and respect.

Legal Disclaimer/Country specific legal requirement: The pay range for this position at commencement of employment is expected to be between \$214,900 and \$399,100/year; however, while salary ranges are effective from 1/1/25 through 12/31/25, 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

[Apply to Job](#)



Job ID  
REQ-10057302

## Executive Director, NPS Vendor Management & Contracting

[Apply to Job](#)

---

### Source URL:

<https://www.novartis.com.cn/careers/career-search/job/details/req-10057302-executive-director-nps-vendor-management-contracting>

### List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. <mailto:us.reasonableaccommodations@novartis.com>
5. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/East-Hanover/Executive-Director--NPS-Vendor-Management---ContractingREQ-10057302-1>
6. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/East-Hanover/Executive-Director--NPS-Vendor-Management---ContractingREQ-10057302-1>