

Associate Director, Content Process Effectiveness

Job ID
REQ-10060201

9月 02, 2025

USA

摘要

Join Novartis as the Associate Director, Content Process Effectiveness, and play a pivotal role in optimizing the content supply chain and leading operational reporting platforms to support US business, driving accountability across the organization, vendors, and partners. This role will define and report on OKRs and KPIs for the MPPOE organization, manage a growing team, and collaborate cross-functionally to democratize data access. The ideal candidate empowers users by measuring process effectiveness, translating findings into actionable insights, and enhancing content processes through new & AI technologies while maintaining compliance and governance.

This position will be based in East Hanover, NJ and will not have the ability to be located remotely. Please note that this role would not provide relocation, and only local candidates will be considered. This position will require 10-20% travel as defined by the business (domestic and/ or international).

About the Role

Key Responsibilities:

- Lead the design and implementation of taxonomy and process strategies that enable self-service analytics and democratized access to content supply chain operations KPIs across the MPPOE organization.
- Define, track, and report on KPIs and success metrics to measure the impact of process improvements and operational effectiveness.
- Manage and integrate multiple platforms, including Power BI, to support business needs and ensure quality, scalability, and usability.
- Translate complex business requirements into technical solutions and vice versa, ensuring alignment between stakeholders across Commercial, Medical, Compliance, IT, MarTech, and other functions.
- Functionally oversee a small, globally distributed team of direct reports, including Managers and Associate Managers, with potential for future growth.
- Ensure adherence to content operations KPI governance and data quality frameworks, promoting best practices in measurement stewardship and compliance.
- Communicate key reporting and measurement concepts in clear, accessible language to stakeholders at all levels.
- Support and guide the team in reporting on and understanding the MLR (Medical, Legal, Regulatory) approval process, with a focus on systems such as Aprimo and Veeva Vault PromoMats,.
- Stay current with emerging technologies and tools in content operations, reporting, and process optimization, recommending innovations where appropriate.
- Partner with IT and other enabling functions to ensure seamless integration of data tools and platforms.

Essential Requirements:

- Education: Bachelor's degree in Data Science, Computer Science, Business Analytics, or a related field. Master ' s degree preferred.
- 8+ years of experience in data analytics, business intelligence, or process effectiveness roles, preferably in the pharmaceutical industry or other highly regulated industry
- At least 3 years managing an international team with experience collaborating across time zones and a proven history in developing your direct reports.
- Proven experience managing Power BI environments and other enterprise data platforms (eg, Snowflake, AWS, Datalu, DataBricks). Power BI PI-300 certified with hands-on knowledge of coding languages such as Python, SQL, DAX, Workflow Definition Language (WDL), Power Fx, and Power Automate.
- Established background of defining and tracking OKRs and KPIs to measure operational effectiveness
- Experience with content operations KPI governance, data quality frameworks, and technical implementation or integration of systems and solutions.
- Familiarity with MLR systems and processes (e.g., Aprimo and Veeva Vault PromoMats) and understanding of AI technologies and their application in content operations
- Strong project management and cross-functional stakeholder engagement capabilities with the ability to make critical decisions, lead, or influence teams and stakeholders to achieve common goals
- Excellent communication and storytelling skills, especially in translating data into actionable insights.

- Strategic thinking with a strong analytical mindset and a commitment to process excellence/continuous improvement, with a focus on meeting the needs of internal and external customers

Desirable Requirements:

- Agile Scrum Master, Product Owner certification, or Lean Six Sigma certification (Green Belt or above)
- Hands-on knowledge of R or JavaScript

Novartis Compensation Summary: The salary for this position is expected to range between \$132,300 and \$245,700 per year. The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors. Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards. US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

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 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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