

Executive Director, NPS Content Planning & Standards

Job ID
REQ-10060424

9月 02, 2025

USA

摘要

This position will be located at the East Hanover, NJ site and will not have the ability to be located remotely.

Up to 27 potential launches expected in the next 5 years at Novartis. The Novartis Patient Support 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.

The Executive Director, NPS Content Planning & Standards will be responsible for design-ing and delivering the best omni-channel content experiences for patients, practices, and in-ternal customers. This individual will lead the Content Planning & Execution organization and will be responsible for designing, building, and delivering enterprise content on our NPS plat-forms to provide the best patient support to our customers, including start forms, emails, fax-es, text messages, websites, call materials, field materials, print and digital materials, etc.

The role will translate very complex reimbursement information into simplified key messages that are intuitive to understand and meet the needs of our customers, thereby delivering the best experience

design. To do this successfully, this individual will bring a strong customer voice into all key enterprise content design decisions. This individual will also possess a deep understanding of our NPS programs, technology, processes and operations.

About the Role

Key Responsibilities:

- Lead and manage the performance of the NPS Content Planning & Standards organization (6-8 FTEs) by demonstrating a very strong understanding of patient services, including business processes, technology landscape, operational flows, program design, and operational challenges.
- Demonstrate deep understanding of the patient services landscape, including Benefit Investigation, Prior Authorization, Co-pay, patient & practice authorizations, consent / opt-outs, and ongoing refill management solutions, for all product archetypes.
- Single point of accountability for today and tomorrow's content design, development, and approval (MAP/FUSE) of all NPS enterprise content / templates, including start forms, emails, faxes, text messages, websites, call materials, field materials, print and digital materials, etc.
- Partner with NPS Experience Design team to user testing capabilities to inform simple and seamless content experiences that deliver against NPS strategic imperatives.
- Responsible for design, measurement, and integration of voice of customer (VOC) into all NPS content experiences.
- Manage department budget and resources including third-party agencies, relationships, and deliverables; Creatively solve for missing information using internal and external sources.
- increase awareness and expertise of content design best practices, standards and methods leading to more effective business management.

Essential Requirements:

- BA degree, MBA or advanced degree preferred.
- 10+ years of pharmaceutical, biotech or healthcare industry
- Minimum of 2 years of experience in patient services and reimbursement operations, either in Pharma or at reimbursement HUBs
- Demonstrated understanding within the Patient services technology landscape.
- Product management experience in delivering customer service experience by leveraging omni-channel technologies.
- Demonstrated ability to design, develop, and deliver content and template to patients and customers.
- Business acumen - ability to link multiple insights across brands and channels to generate insights, prioritize business questions and develop effective recommendations.
- Agency leadership experience required.

The pay range for this position at commencement of employment is expected to be between: \$214,900.00 and \$399,100.00/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 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-10060424

Executive Director, NPS Content Planning & Standards

[Apply to Job](#)

Source URL:

<https://www.novartis.com.cn/careers/career-search/job/details/req-10060424-executive-director-nps-content-planning-standards>

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-Content-Planning---StandardsREQ-10060424-2>
6. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/East->

