

Patient Support Program Business Partner

Job ID
REQ-10061007

8月 29, 2025

Argentina

摘要

At Novartis Argentina we have #PassionForTransformingLives. We lead with passion the evolution towards an equitable and sustainable healthcare system, empowering local talent, and refining the formula to support patients in transforming their lives. We do this by focusing on our People, fostering Mastery at work and embracing the Evolution of our model.

Act as a strategic business partner to ensure excellence in the implementation and continuous improvement of Patient Support Programs (PSPs), maximizing patient experience impact and ensuring alignment with the company ' s priorities.

About the Role

Major Accountabilities

- Provide analytical support to internal Novartis stakeholders, generating insights that enable data-driven decision-making.

- Create and deliver outputs and reports according to customer requirements, ensuring alignment with agreed SLAs.
- Ensure quality, accuracy, and timeliness of all deliverables, meeting deadlines and maintaining excellence standards.
- Define, monitor, and update PSP KPIs in collaboration with the team, enabling transparency and performance tracking.
- Oversee vendor management and ensure effective execution of PSP activities.
- Drive innovation and digital solutions that enhance patient experience and operational efficiency.
- Actively collaborate in the creation and identification of process improvement opportunities, while maintaining and updating Standard Operating Procedures (SOPs).
- Serve as the key point of contact with cross-functional teams (Medical, Commercial, Market Access, Legal, Compliance, Finance, etc), ensuring alignment and governance.
- Guarantee that all PSP initiatives comply with local regulations, company policies, and ethical standards.

Key Performance Indicators (KPIs)

- Adherence of patients enrolled in the PSP.
- Patient satisfaction
- Patient onboarding framework
- Operational efficiency

Minimum Requirements for Work Experience & Skills

Work Experience:

- 5+ years of experience in the pharmaceutical industry, ideally in Patient Support Programs, Customer Experience, Access, or Commercial roles.
- Proven track record in cross-functional collaboration.
- Experience of compliance frameworks and local regulations related to PSPs.
- Experience in vendor management
- Experience in healthcare system.

Skills:

- Strategic & business orientation: Ability to align PSP initiatives with company priorities.
- Data-driven mindset: Strong analytical skills to interpret KPIs and generate actionable insights.
- Project management: Skilled in planning, execution, and monitoring of complex projects.
- Effective communication & storytelling: Ability to articulate PSP value across different audiences.
- Influencing & stakeholder management: Strong interpersonal and negotiation skills.
- Problem-solving & continuous improvement: Ability to identify gaps and propose innovative solutions.
- Digital & omnichannel literacy: Knowledge of digital tools to improve patient experience.
- Collaborative leadership: Ability to inspire, coordinate, and work within a matrix environment.

Languages:

Proficiency in English is required.

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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部门

International

Business Unit

Innovative Medicines

地点

Argentina

站点

Ramallo (Argentina)

Company / Legal Entity

AR01 (FCRS = AR001) Novartis Argentina S.A.

Functional Area

Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.



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