

Director, Content Approval Operations

Job ID
REQ-10064142

10月 16, 2025

USA

摘要

#LI-Hybrid

Join Novartis as the Director, Content Approval Operations and have the opportunity to lead strategic direction, resource planning, and functional execution of Content Compliance Operations, Editorial, and Claims Management within the US Integrated Marketing Organization (IMO), Marketing Operations team. The objectives of the role are to ensure the operational effectiveness, compliance, and scalability of the Material Approval Process (MAP) across the US product portfolio. The Director will drive operational excellence, lead a high-performing team, manage strategic service providers, and create value through transformation.

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 5% travel as defined by the business (domestic and/or international).

About the Role

Key Responsibilities:

- **Team Leadership:** Lead, coach, and develop a team of content approval professionals, fostering a high-performance culture aligned with Novartis values. Define team goals, KPIs, and development plans to ensure continuous learning, clear accountability, and both individual and business growth.
- **Vendor Management:** Oversee external vendor relationships supporting content approval operations (e.g., External managed services providers). Ensure vendor performance aligns with service level agreements (SLAs), quality standards, and compliance expectations. Lead vendor onboarding, training, business reviews, and continuous performance improvement initiatives.
- **Capacity Creation & Operational Excellence:** Identify and implement capabilities that streamline and automate content approval workflows (e.g., tiered review, claims management, Brand Events Calendar). Drive initiatives that reduce cycle times, increase throughput, and improve quality of submissions. Collaborate with cross-functional teams to define and enforce best practices, WPDs, and governance frameworks.
- **Resource Planning:** Develop and execute resource models to support fluctuating content volumes across brands and channels. Partner with Leadership, Finance and P&O to forecast resource needs and optimize productivity. Balance internal and external resources to ensure agility, scalability, and business continuity.
- **Strategic Leadership:** Serve as a key member of the Content Supply Chain Operations leadership team, contributing to long-term strategy and transformation initiatives. Represent Content Approval Services in enterprise forums, audits, and compliance reviews. Translate business goals into operational plans that support innovation, compliance, and customer-centricity.
- **Project/Workstream Delivery:** Lead the day-to-day execution of key initiatives such as the design and implementation of processes, content systems, and planning capabilities to enhance workflow efficiency and broaden adoption of best practices.
- **Change Agent:** Listen actively to team and stakeholder perspectives, intervene thoughtfully to address obstacles, adapt approaches to evolving organizational needs, and objectively evaluate readiness for change—while fostering followership and belief by building a common understanding of goals, processes, and outcomes.

Essential Requirements:

- **Education:** Bachelor's degree required; advanced degree preferred. Fields of study may include Business, Marketing, Communications, Digital Media, or related
- 8+ years of experience in pharmaceutical, biotech, or healthcare marketing operations with proven leadership in content operations transformation, regulatory/medical/legal (RML) review processes, or marketing compliance.
- Experience managing cross-functional teams and external vendors.
- Familiarity with content management and approval platforms (e.g., Veeva Vault PromoMats, Aprimo).
- Strong understanding of FDA and industry regulations related to promotional and medical content.
- Demonstrated ability to lead change, drive process improvement, and manage complex operations.
- Excellent communication, stakeholder management, and problem-solving skills.
- Proficiency in Agile methodologies and digital content lifecycle management.

Novartis Compensation Summary: The salary for this position is expected to range between \$168,000 and \$312,000 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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