

Director, NPS Internal Communications

Job ID
REQ-10064722

10月 17, 2025

USA

摘要

Lead and execute the internal communications strategy for the Novartis Patient Support (NPS) Function, driving employee engagement, strategic messaging, and organizational alignment. Serve as a trusted advisor to the Chief Patient Experience Officer and NPS Leadership Team, shaping impactful communications that foster connection, clarity, and a shared sense of purpose across the organization.

About the Role

Key Responsibilities:

- Own the internal communications strategy for the NPS Function and serve as a trusted communications counselor to the Chief Patient Experience Officer and NPS Leadership Team. Represent communications as an extended member of the NPS Leadership Team.

- Drive employee engagement through high-impact internal platforms and experiences, including Town Halls, leadership engagement forums, Novartis Hub activation, and other initiatives that foster connection and shared purpose.
- Develop and cascade strategic messaging frameworks that connect NPS Function priorities to the broader US business narrative and enterprise priorities, enabling consistent understanding and alignment.
- Lead internal communications for organizational change initiatives within the NPS Function, including transformation programs and Leadership Team transitions, with a focus on transparency, engagement, and resilience.
- Shape and deliver all internal communications in the authentic voice of the Chief Patient Experience Officer, reinforcing leadership visibility and clarity across the organization. Help shape external executive visibility and thought leadership, in partnership with US Executive Communications team, as required.
- Build subject-matter expertise in the NPS Function to identify proof points and stories that demonstrate strategy in action, foster employee pride, and reinforce Novartis ' s patient-centric reputation.
- Build and maintain collaborative relationships with US communications partners, especially the US Executive Communications team, to ensure seamless integration of messaging and leadership communications.
- Establish performance metrics and feedback mechanisms to continuously assess and improve internal communications effectiveness, while ensuring full compliance with regulatory and corporate standards.
- Manage internal communications budget with a focus on strategic investment and maximizing agency ROI.

Essential Requirements:

Education:

- BA/BS required, advanced degree a plus

Experience:

- 10+ years of experience in communications or related discipline, with a healthcare and/or pharmaceutical background
- Development and implementation of integrated communications plans, with a focus on internal communications
- Demonstrated ability to build trusting relationships with and provide strategic counsel to top company leadership

- Change and organizational communications experience
- Event management experience

The pay range for this position at commencement of employment is expected to be between: \$152,600.00 and \$283,400.00/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

Alternative Location 1
Remote Position (USA), Remote, US, USA

Functional Area
Communications & Public Affairs

Job Type
Full time

Employment Type
Regular

Shift Work
No

[Apply to Job](#)



Job ID
REQ-10064722

Director, NPS Internal Communications

[Apply to Job](#)

Source URL:

<https://www.novartis.com.cn/careers/career-search/job/details/req-10064722-director-nps-internal-communications>

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/Director--NPS-Internal-CommunicationsREQ-10064722-2>
6. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/East-Hanover/Director--NPS-Internal-CommunicationsREQ-10064722-2>