

Manager - Patient Support Program

Job ID
REQ-10075213

4月 09, 2026

Canada

摘要

Location: Toronto, #LI-Hybrid

Internal job title: Manager PSP Operations

We're looking for a driven, solutions oriented leader to help deliver on an ambitious mission: reaching twice as many patients, twice as fast. As a PSP Operations Manager, you'll sit at the heart of our Patient Support Programs—leading critical operational projects, solving complex challenges, and ensuring continuity across multiple brands. This is a role for someone who thrives on collaboration, brings deep knowledge of the Canadian PSP landscape, and is motivated by improving patient experience and program outcomes. If you're energized by making systems work better—and seeing the real world impact of your work—this is your opportunity to make a difference at scale.

The role reports directly to the PSP Operations Lead and will work closely with PSP Leads, other PSP Operations managers across functions (e.g., reimbursement), Brand Managers, Commercial and field teams, Data & Insights, Finance, and other cross-functional teams.

About the Role

Key responsibilities:

- Lead and execute operational projects across multiple PSPs and brands, including process improvements, workflow optimization, and ad hoc initiatives related to any aspect of PSP operations
- Provide absence coverage and escalation management to support continuity of PSP delivery, mitigate operational risks, and maintain a high-quality patient and clinic experience
- Manage PSP-related budgets and support financial and administrative activities, including opening and managing purchase orders, tracking spend, and supporting financial planning and coordination
- Support the implementation of initiatives that strengthen PSP operating models, reduce dependency risk, and improve key performance outcomes such as patient conversion and overall program effectiveness
- Leverage Salesforce CRM automation technologies and other digital tools to streamline PSP operations and ensure a seamless patient and clinic experience
- Monitor and evaluate program performance, utilizing metrics and feedback to make data-driven adjustments for optimal PSP delivery
- Provide data, insights, and guidance to cross-functional teams, including commercial and field teams, fostering collaboration, innovation, and continuous improvement within the Patient Support Program department
- Collaborate with PSP Leads and cross-functional stakeholders to coordinate operational priorities, support issue resolution, and advance project execution across multiple brands

Essential Requirements:

- PSP operations experience: Experience supporting or managing Patient Support Program operations across multiple brands, stakeholders, or workstreams
- Project management expertise: Demonstrated ability to lead and implement complex operational projects, ensuring timely delivery and stakeholder alignment
- Business continuity and problem-solving capability: Ability to provide structured absence coverage, manage escalations, mitigate risks, and support continuity of PSP delivery in a dynamic environment
- Financial and operational acumen: Experience managing budgets or operational financial processes, including activities such as opening and managing purchase orders
- Technology, analytics, and collaboration skills: Strong interpersonal skills and the ability to work cross-functionally, combined with experience using digital tools, platforms, Salesforce CRM, and data insights to optimize patient support programs

Desirable Requirements:

- Health Care Professional Experience: Experience working within a healthcare system as a healthcare professional (HCP) or in a related capacity.

Rewards

At Novartis, we 're committed to reimagining medicine together - and rewarding the people who make it happen.

Expected Remuneration Range for role:

- CAD 125,120 - 173,700

The base salary offered is determined based on gender-neutral objectives, such as relevant skills, competencies and experience in accordance with the Novartis pay setting policy and upon joining Novartis will be reviewed periodically.

In addition to your base salary, you may be eligible for a performance-based bonus depending on certain performance parameters. Further details will be provided during the application process.

The rewards of being part of our team go far beyond base pay and incentives. We also offer a variety of competitive benefits in kind to help you thrive personally and professionally, such as insurance plans, retirement plans, wellbeing resources and global recognition programs. In addition, we provide flexible and hybrid working options, where possible, and minimum 14 weeks paid parental leave.

Pay equity is a fundamental principle of our employment policy and reflects our commitment to create a diverse, equitable and inclusive environment that treats all employees with dignity and respect, as outlined in our Code of Ethics.

Read our [brochure](https://www.novartis.com/sites/novartiscom/files/novartis-life-handbook.pdf) to learn more about our global total rewards offering:
<https://www.novartis.com/sites/novartiscom/files/novartis-life-handbook.pdf>

Note: Benefits and compensation may vary by country and are subject to local legal requirements. A full overview of your compensation package applicable to your role based on your employment location and Novartis employer entity, will be communicated separately to you during the application process.

At Novartis Canada, we are determined to be a valued partner and advocate, with a deep understanding of patient needs along the entire care journey - from drug development, to diagnosis, to access and beyond. Part of the way we are doing this is by leveraging data, technology, and partnerships.

Research & Development: we focus on four core therapeutic areas: Cardiovascular, Renal & Metabolic, Immunology, Neuroscience and Oncology. We also develop and deliver treatments through other promoted and established brands, which today are helping millions of patients. Over the last three years, our average annual research and development investment in Canada was over \$30 million, and we conduct clinical trial research in every region throughout Canada.

Commitment to Diversity and Inclusion: Novartis is committed to building outstanding, inclusive work environment and diverse team 's representatives of the patients and communities we serve.

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

部门

International

Business Unit

Strategic Planning & BD&L

地点

Canada

站点

Toronto

Company / Legal Entity

CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

```
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false, allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: {},
sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true,
showSpeedMenu: false }, css : "/modules/custom/arcticnckalturaaddon/css/kalturavideo.css",
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(KalturaPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(KalturaPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", //
Default: bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default:
alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled:
false, printDisabled: false, disable: true }; } if (KalturaPlayer.plugins["preventSeek"]) {
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config.plugins.floating = { disable: true }; if (KalturaPlayer.plugins["navigation"]) {
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(KalturaPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if
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[]; if (KalturaPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {};
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config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } }; }
```

```
try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1dgfvmafo"}); } catch (e) { console.error(e.message) }
```

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representative of the patients and communities we serve.

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