

Communications & Patient Engagement Partner (PEP) Manager

Job ID
REQ-10078368

5月 15, 2026

Indonesia

摘要

- To contribute from an executional and collaborative perspective on all strategic brand communications, media & content strategies, engagement & partnership with patient organizations and internal communications to support positive employee engagement.

About the Role

Major accountabilities:

- Coordinate and provide specialist knowledge across all specific area of communications.
- Drive and lead internal employee communications plan through various approved channels.
- Establish, develop, and execute local communication plans in-line with Country, Region and Global strategic goals, and desired market position for key brands.
- Disseminate information to relevant public (marketable customers, regulators, shareholders) through appropriate use of the media and press releases.

- Develop and execute social media strategies and campaigns for corporate and executive channels, including media planning/buying for paid campaigns.
- Managing editorial social calendar and delivering rich content for multiple social media platforms.
- Manage crises and issues communication in close collaboration with the Country Leadership team as well as global communications function.
- Act as a strategic partner to the business and create and support implementation of communications strategies across different therapeutic areas.
- Externally, the role focuses on building strong relationships with patients and patient organizations to improve outcomes, implementing, and localizing global integrated patient-inclusive product communications campaigns for launch and established products, and leveraging corporate initiatives and CSR activities. Simultaneously full preparation for potential crisis & issues should be guaranteed.
- Yearly integrated/aligned plans for brand communications, corporate communications, internal communications, social media, and patient relations.
- Successful implementation of communications plans in close cooperation with key business partners.
- Identification, anticipation, and management of issues by working with appropriate functions and counsel management.
- Establish and drive patient advocacy strategies, manage relationships with local patient organizations or support in initiating establishment of patient organizations.
- Develop and lead disease patient advocacy initiatives aligned and integrated with key business partners (franchises, market access, medical affairs, and development).
- Facilitate/support patient organization events and align expectations with common areas of interest focused on improving patient outcomes through a patient centric approach.
- Ensure consistency of Novartis brand and market position in external communications, by ensuring alignment across the Enterprise and by putting in place necessary communication-control processes
- Measuring the impact of channels and campaigns towards achieving business objectives by using the measurement template.
- Supervise the implementation of assigned project or communications activity.
- Build relationships with and Brand managers/business leads, P&O Partners and /or senior Communications colleagues.
- Manage and liaise with agencies to create engaging multimedia content and community management for all platforms, setting targets, increasing engagement and track KPIs/best practices to secure maximum return on investment, operational excellence and business impact.
- Use and coordinate available communications resources to achieve required results by ensuring effective deployment of project information /materials.
- To ensure compliance in all interaction throughout the organization and maintain regular liaison with the Regional and Local compliance function to ensure that all processes and activities comply with internal and external policies.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt.

Ethics and Compliance:

- Work within any given legal framework, Novartis Ethics and Compliance policies and ensure those around him/her do the same.

- Work to ensure a diverse and inclusive environment, free from all forms of discrimination and harassment

Minimum Requirements:

- 5 years combination working experience in agency and a MNC + matrixed organization - preferably with exposure or experience in innovative medicines, pharmaceutical industry.
- Cross Cultural Experience. Collaborating with internal / external stakeholders
- Project Management. Operations Management and Execution.
- Significant experience in pharmaceutical industry communications positions, and excellent understanding of healthcare innovative medicines communication concerns regarding public, media, and employee relations preferred
- Demonstrated ability to influence high level media, patient organizations
- Excellent written and oral communication skills

- Good team skills: ability to manage and achieve results through influence; credible high performing manager with experience in managing people and projects.

Skills:

- Communication Medium.
- Corporate Communication.
- Creativity.
- Internal Communications (Ic).
- Interviewing Skills.
- Marketing.
- Media Campaigns.
- Media Relations.
- Multimedia.
- Social Media.

Languages :

- English.

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

General Management

地点

Indonesia

站点

Jakarta

Company / Legal Entity

ID03 (FCRS = ID003) PT Novartis Indonesia

Functional Area

Communications & Public Affairs

Job Type

Full time

Employment Type

Regular

Shift Work

No

```
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"10m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause:
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"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (KalturaPlayer.plugins["navigation"]) {
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false }; } if (KalturaPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; }
if (KalturaPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if
(KalturaPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if
(KalturaPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents =
[]; if (KalturaPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = { };
config.plugins.googleTagManager.customEventsTracking = { };
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: "1_dgfvmafo"}); } catch (e) { console.error(e.message) }
```

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1. <https://www.novartis.com/about/strategy/people-and-culture>
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3. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Jakarta/Communications---Patient-Engagement-Partner--PEP--ManagerREQ-10078368-1>
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