

## **HCSS Solution Lead**

Job ID  
REQ-10083370

7月 21, 2026

United Kingdom

Available in: English

### **摘要**

At Novartis, we are reimagining medicine to improve and extend people's lives. As the HCSS Solution Lead, you will play a critical leadership role in shaping and delivering customer- and patient-centric solutions that create meaningful impact across the healthcare system.

You will lead the HCSS Solution team, driving the prioritization, design, implementation, and scaling of innovative solutions that address real customer and patient needs. Working across multiple stakeholders, you will ensure solution initiatives align with Novartis strategy, governance, compliance requirements, and business priorities, while delivering measurable outcomes for patients, healthcare professionals, and healthcare systems.

This is a highly visible leadership role requiring strong strategic thinking, enterprise collaboration, and the ability to deliver impactful solutions in a complex healthcare environment.

## About the Role

# Key Responsibilities

## Leadership & Strategy

- Lead and develop the HCSS Solution team, fostering a high-performing, collaborative, and accountable culture.
- Define priorities across the solution portfolio, ensuring resources are focused on the highest-impact initiatives.
- Drive the design, implementation, evaluation, and scaling of customer-centric solutions across therapeutic areas.
- Translate strategic objectives into actionable plans and measurable outcomes.

## Portfolio & Solution Management

- Oversee a portfolio of existing and new solution initiatives, ensuring successful delivery against agreed objectives, timelines, and KPIs.
- Establish success criteria, performance metrics, and governance frameworks to monitor solution effectiveness and impact.
- Manage budgets, resource allocation, and financial performance of solution initiatives.
- Identify opportunities to scale successful solutions and accelerate patient pathways.

## Stakeholder Engagement & Collaboration

- Act as a strategic business partner across Novartis, aligning cross-functional stakeholders around shared priorities.
- Drive co-creation with healthcare professionals, patient organizations, commissioners, and external partners.
- Build strong partnerships across Brand Teams, Finance, Legal, Compliance, Field Access Teams, and other enterprise functions.
- Strengthen relationships with BIOME and external innovation partners to identify and implement scalable solutions.

## Innovation & Continuous Improvement

- Leverage internal capabilities and external innovation ecosystems to bring new ideas and solutions to the organization.
- Identify systemic barriers to implementation and partner with relevant functions to develop compliant, sustainable solutions.
- Continuously improve governance processes and ways of working to enhance efficiency, quality, and impact.

## Compliance & Governance

- Ensure all activities are conducted in accordance with Novartis policies, governance frameworks, industry regulations, and compliance standards.
- Champion ethical decision-making, integrity, and a strong enterprise mindset across the team.

## **What You'll Bring**

### **Essential Requirements**

- University degree in Life Sciences, Business, Marketing, Healthcare, or a related field.
- Significant experience in project and program management, with a track record of delivering complex initiatives against defined milestones.
- Strong people leadership experience, including leading teams and influencing across matrix organizations.
- Demonstrated ability to prioritize effectively, manage competing demands, and deliver results in complex environments.
- Strong business and commercial acumen with a deep understanding of customer needs.
- Experience working cross-functionally and building alignment among diverse stakeholder groups.
- Excellent communication, stakeholder management, and influencing skills.
- Demonstrated commitment to ethical conduct, compliance, and Novartis values.

### **Desirable Qualifications**

- Experience in healthcare solutions, patient pathway transformation, access programs, or customer engagement initiatives.
- Experience working with innovation ecosystems, external partners, or digital health solutions.
- Knowledge of healthcare systems, policy environments, and patient access challenges.

## **Why Novartis?**

Our purpose is to reimagine medicine to improve and extend people's lives. We strive to create an inclusive workplace where diverse perspectives are valued and where associates can thrive, develop, and make a meaningful impact on patients worldwide.

Join us and help shape innovative solutions that improve healthcare delivery and outcomes for patients.

### **Benefits & Rewards**

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

it happen.

**Expected Annual Base Salary Range for role:** 69,440.00 - 99,200.00 - 128,960.00 GBP Annual

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.

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.

**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 \(PDF 30 MB\)](#)

Primary location salary range  
£ 69,440.00 - £ 128,960.00

部门  
International

Business Unit  
Sales

地点  
United Kingdom

站点  
London (The Westworks)

Company / Legal Entity  
GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.

Functional Area  
Market Access

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6a619c6ee2fa3408699291", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop:
false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options:
{}}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu:
false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets:
```

```
[ 'Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
kPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(kPlayer.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 (kPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation =
{ position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if
(kPlayer.plugins["hotspots"]) { config.plugins["playkit-js-hotspots"] = { disable: true }; } if
(kPlayer.plugins["moderation"]) { config.plugins["playkit-js-moderation"] = { disable: true }; } if
(kPlayer.plugins["info"]) { config.plugins["playkit-js-info"] = { disable: true }; } if
(kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if
(kPlayer.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 } }; }
```

```
// Ensure the global player registry array always exists, regardless of embed type.
window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise =
thumbnailEmbed({config, mediaInfo: {entryId: "1d9fvmafo"}}); // thumbnailEmbed() returns a
Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to
capture the player directly. thumbEmbedPromise .then(function(player) {
window.kalturaPlayerVideos.push(player); // Notify kalturaadatalayer.js that a new player is ready so
it can // attach custom event listeners immediately, regardless of when // the user clicked the
thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', {
detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) {
console.error(e.message) }
```

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