

# AD, Program Launch and Change Excellence

Job ID  
REQ-10033134  
Feb 18, 2025  
USA

## Summary

The Associate Director of Program Launch & Change Excellence will be responsible for supporting the executional strategy including practical frameworks, tools, methodologies, and business processes to drive excellence pre & post implementation across all Novartis Patient Support (NPS) Programs and initiatives. The candidate will work with NPS teams to co-create, implement and manage tools that both simplify and accelerate the quality and timeliness of launch preparation and post-launch operational excellence of all NPS programs. This pivotal role will also work with Center of Excellence and Disease State functions to identify, apply and implement new approaches to Novartis Patient Support operations to better serve our customers and patients.

## About the Role

### **Your responsibilities will include, but are not limited to:**

- Assist in establishing a consistent, reliable, repeatable approach for launch excellence for all Novartis Patient Support programs
- Support NPS Disease State Teams pre and post launch to plan, execute, and operationalize Novartis Patient Support programs and services through key frameworks, processes, and best practices
- Support the ongoing evaluation of key programs and processes for NPS across the portfolio and partner with Center of Excellence & Disease State Teams and drive changes to existing NPS programs
- Ensure successful program implementation, operations, and compliance for assigned projects through cross-functional partnership within and outside the organization
- Ensure program launch & change is done with proper monitoring, auditing and quality assurance of patient support programs and services
- Develop and maintain knowledge of various methodologies, regulations, processes, timelines, and general approach underlying the company's current and potential products/support services
- Collaborates with NPS Leadership, brand, finance, legal and compliance.

### **What you'll bring to the role:**

- Bachelor's Degree required (preferably in Life Sciences, Pharmacy, or Business related discipline), advanced degree preferred

### **Required Experience:**

- 8+ years of progressive business experience in the biopharmaceutical industry with broad understanding

of pharmaceutical sales, marketing, reimbursement and patient services

- 5+ years of change management and project management experience
- Demonstrated “hands-on” understanding of the current compliance environment including current regulations and standards from the FDA, CMS, HHS OIG, and other regulatory and enforcement agencies
- Effective leadership skills, including change management on projects/programs
- Experienced in establishing and cultivating relationships; able to collaborate effectively with key stakeholders and partners across the organization
- Ability to work in a fast-paced team environment and handle multiple projects and tasks
- Ability to analyze problems, identify alternative solutions and implement recommendations for resolution
- Travel as required

#### **Preferred Experience:**

- Knowledge of call center industry practices, reimbursements and payer systems, healthcare protocols and US Healthcare system processes
- Uses diverse and varied approaches to persuade, negotiate and influence operational decisions
- Ability to work effectively as an individual contributor and in a team structure; maintain strong cross-functional ties with key business partners
- Experience with launching of a new product

The pay range for this position at commencement of employment is expected to be between \$144,000.00 and \$216,000.00 per year; however, while salary ranges are effective from 1/1/24 through 12/31/24, 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>

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<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:**

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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](mailto: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.

Division

US

Business Unit

Universal Hierarchy Node

Location

USA

State

New Jersey

Site

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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