

# Director, Strategy & Operations

Job ID  
REQ-10049091  
Apr 30, 2025  
USA

## Summary

The Director, Strategy & Operations for US Communications & Patient Advocacy will play a pivotal role in driving the success of the team. This role will bring a strategic mindset and act as a trusted advisor to the Head, US Communications & Patient Advocacy, leveraging competitive intelligence, business insights, and data-driven analyses to shape and execute strategies that drive competitive advantage and business outcomes. They will also foster collaboration and innovation across teams and ensure operational excellence.

## About the Role

### Key Responsibilities:

- Provide strategic leadership as a member of both the US Communications & Patient Advocacy leadership team and the Chief of Staff's leadership team, shaping priorities, driving cross-functional alignment, and advancing innovation to maximize the function's impact and efficiency.
- Partner with Head, US Communications & Patient Advocacy to develop and execute a forward-thinking strategy that advances the team's objectives, leveraging competitive and business intelligence to deliver differentiation and drive competitive advantage.
- Lead planning and the establishment of processes to ensure the team's efficiency and alignment with business priorities. Define and implement metrics to measure outputs and link them to business outcomes, ensuring resources and efforts are optimized.
- Oversee the management of the team's budget, ensuring resources are allocated effectively and aligned with strategic priorities.
- Plan and execute high-impact leadership team meetings, team-building activities, and planning sessions to strengthen strategic alignment and drive organizational goals.
- Cultivate strong relationships across Corporate Affairs, US leadership, Novartis functions/units, and external partners to align strategies, share insights, and capture synergies that enhance business outcomes.
- Support the Head, US Communications & Patient Advocacy and Chief of Staff on strategic projects, and participate in cross-functional projects, as needed.

### Essential Requirements:

- Bachelor's Degree required
- 10+ years of experience in Communications, Corporate Affairs or a related field
- Quality of strategic insights and impactful contributions to key projects, aligned with the function's objectives.
- Proactive and efficient management of processes, ensuring timeliness and high-quality execution
- Measurable success in fostering a culture of high performance, innovation, and collaboration.

- Effective optimization of processes, resource allocation, and financial management.

**Desirable Requirements:**

- Absolute dedication to confidentiality
- Strong business and financial acumen
- Ability to lead through ambiguity to drive clarity and outcomes
- Strong matrix management and influencing skills to manage complex challenges and opportunities
- Proven ability to multi-task and manage multiple hard deadlines under time pressure
- Exceptional clarity of communication and thought
- Humble, respectful attitude toward colleagues

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**Novartis Compensation and Benefit Summary:** The pay range for this position at commencement of employment is expected to be between \$152,600 - \$283,400 / 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.

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Division

Corporate Affairs

Business Unit

CTS

Location

USA

State

New Jersey

Site

East Hanover

Company / Legal Entity

U061 (FCRS = US002) Novartis Services, Inc.

Functional Area

Communications & Public Affairs

Job Type

Full time

Employment Type

Regular

Shift Work

No

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