

Director, NPS Lifecycle Management & Process Transformation

Job ID

REQ-10049661

Apr 28, 2025

USA

Summary

This position will be located at the East Hanover, NJ site and will not have the ability to be located remotely. This position will require 20% travel as defined by the business (domestic and/ or international).

The Director, NPS Lifecycle Management and Process Transformation is responsible for life cycle planning for in-line patient support programs and will develop deep forward-looking planning and right-sizing of our programs after launch to LoE. This individual will need to collaborate with the NPS Competitive Intelligence team to understand the external competitive environment and our internal product/portfolio strategies. This role ensures our Disease State teams are in a constant state of readiness to anticipate and act on external macro-environmental market changes, competitor new launches and other competitor strategies in a legal and compliant manner.

This individual will work closely with NPS Vendor Management, NPS Competitive Intelligence, Disease Area & Product, Quality, Enterprise Content Design as well as Finance and Compliance partners.

The role includes overseeing the implementation of a lifecycle management framework, integrating patient services into in-line programs, and leading strategic patient support initiatives. The Director stays at the forefront of trends by demonstrating thought leadership in personalized, technology-driven patient support, ensuring a patient-first approach in redefining industry standards for patient-centric care.

About the Role

Key Responsibilities:

- Lead the strategic planning for lifecycle management across the Therapeutic Area portfolio.
- Develop and implement focused strategies for brand performance by evaluating insights, category trends, in-market performance, and competitive activity.
- Collaborate with cross-functional teams to develop an LCM framework for key products through active involvement in Governance Framework such as CCRB, Quantum, and PSOC.
- Oversee the optimal rollout and implementation of the LCM framework, including training where needed, to integrate Patient Services offerings for in-line programs. This includes components such as Copay, Free Goods, Patient Hubs, Clinical Support, Digital Solutions, and E-services.
- Develop effective patient support program strategies for in-line products, new indications, and Loss of Exclusivity (LoE).
- Utilize competitive intelligence to provide unbiased, fact-based cross-functional strategies and prioritize resources effectively.

- Collaborate cross-functionally to develop strategies that reduce spend and reallocate resources as the Patient Support Program matures. Ensure resource optimization and cost management to maintain high efficiency and effectiveness in patient support initiatives.
- Oversee the Quantum Portfolio Management (QPM) role, to ensure strategic initiatives are prioritized across the NPS roadmap and implemented accordingly.
- Ensure Business Excellence assets (workflows, business requirement documents (BRD) and user acceptance testing (UAT) are maintained and executed.
- Monitor testing for system release via offshore resources. Develop and maintain Process maps, and BRDs. Maintain support Mature products Portfolio

Essential Requirements:

- Education: Bachelor's degree required, Advanced degree (MA, MS, MBA) preferred.
- Minimum of 10 years of experience within the US healthcare sector, including significant roles in consulting at biopharmaceutical companies.
- Broad experience across various disciplines/functions such as commercial, marketing & sales, regulatory compliance, payors, providers, manufacturing, and quality. Demonstrated expertise in patient support disciplines/functions.
- Proven success in leading and managing cross-functional strategic projects with substantial business impact, showcasing the ability to drive organizational change. Exceptional strategic planning, organizational, and communication abilities with a proven track record in problem-solving and escalation resolution.
- Extensive experience in senior stakeholder management, adept at effectively engaging and managing associates across diverse backgrounds and functions within a complex, matrixed organization.
- Strong capability to influence and drive decisions without direct authority, coupled with exceptional communication skills and proficiency in leading meetings with senior management.
- Skilled in developing forward-looking plans and right-sizing programs from launch through Loss of Exclusivity (LoE). Demonstrated ability to anticipate and adapt to market changes and competitive launches, maintaining legal and regulatory compliance.
- Proven experience in driving process standardization and transformation initiatives, maintaining high standards of efficiency and effectiveness.
- Expertise in developing and implementing lifecycle management frameworks and patient support program strategies.
- Superior problem-solving skills combined with strong interpersonal abilities to effectively convey strategic needs and directives to teams, colleagues, and functions throughout the organization. Demonstrated expertise in managing teams to deliver process improvement initiatives, achieving enhanced operational efficiency and productivity.
- Prior people leadership experience

The pay range for this position at commencement of employment is expected to be between \$185,500 and \$344,500 per 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.

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:
<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:

The Novartis Group of Companies are Equal Opportunity Employers. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other 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 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

[Apply to Job](#)

Job ID

REQ-10049661

Director, NPS Lifecycle Management & Process Transformation

[Apply to Job](#)

Source URL: <https://prod1.novartis.com/ie-en/careers/career-search/job/details/req-10049661-director-nps-lifecycle-management-process-transformation>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. <mailto:us.reasonableaccommodations@novartis.com>
5. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/East-Hanover/Director--NPS-Lifecycle-Management---Process-Transformation_REQ-10049661-2
6. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/East-Hanover/Director--NPS-Lifecycle-Management---Process-Transformation_REQ-10049661-2