

ED & Head, Novartis Patient Assistance Foundation

Job ID
REQ-10047131

May 13, 2025

USA

Summary

As a leader in serving patients, Novartis Patient Assistance Foundation (NPAF) is a key resource for patients who may not be able to afford their Novartis medication. The Head of NPAF plays a key executive role, leading the strategy, execution and communication of this charitable program, and has significant accountability to execute on this mission with high integrity, and in service of patients, in compliance with all applicable laws, regulations, policies and fulfilling all appropriate obligations to the donor. This role will work with the NPAF Board of Directors and designated NPS team members, to set the overall objectives and criteria for NPAF eligibility, utilize available research to design as well as execute a sustainable and appropriate experience for customers. The role is an integral executive interface and critical communicator within Novartis and externally which includes Novartis senior leadership, healthcare stakeholders, customers as well as patients, and is accountable for overall stewardship of the foundation.

Location: This position will be located in East Hanover, NJ and will not have the ability to be located remotely. This position will require up to 40% travel as defined by the business (domestic and/or international). #LI-Hybrid

About the Role

Key Responsibilities:

- Support NPAF Board with recommendations for NPAF eligibility criteria, long-term sustainability roadmap and deep understanding of external landscape, benchmarks, NVS product trends and evolving patient need.
- Advise NPAF Board of any reputational or compliance risks associated with NPAF program decisions and execution.
- Keep up to date with latest trends in patient assistance programs to identify changes that should be made and to ensure the NVS PAP is performing well against benchmarked peers.
- Lead/develop PAP strategy in-line with the specific customer and patient needs within the impacted therapeutic area(s) and review with appropriate stakeholders and direct/indirect reports.
- Ensure appropriate governance is in place to ensure proper execution of NPAF policies and adherence to compliance standards.
- Set the board agenda proactively, with input from appropriate Board Members.
- Execute PAP strategy with team & develop appropriate communications for stakeholders and customer-facing teams. Plan, develop and execute communication strategies and plans to ensure marketplace awareness of program offerings and/or changes
- Execute Novartis PAP with service providers, demonstrating consistent performance on agreed upon service levels and metrics, managing the budget effectively, and with a long-term plan to improve program sustainability and efficiency.
- Create vision, strategy, and goals, acting as a champion to achieve a culture of operational excellence, leading the development of the 3-5 year NPAF strategy & roadmap in partnership with the NPAF executive team that outlines enterprise and program-level milestones, deliverables, and interdependencies.
- Manage patient escalations with compassion and effective communications.

Essential Requirements:

- Education: BS Degree required; PharmD or MBA preferred.
- Minimum 10+ years of relevant experience in Biopharmaceutics/Specialty, Pharmaceuticals, or Mail Order Pharmacy industry with in-depth understanding of patient services, patient foundations or patient support programs.
- In-depth understanding of pharmaceuticals, patient services, patient foundations or patient support programs with experience implementing and managing large, complex and sensitive foundation or patient support program changes
- At least 3 years' experience engaging external stakeholders, customers or patients
- Thorough experience with a diverse pharmaceutical portfolio including specialty products and complex therapies
- Experience implementing and managing large, complex and sensitive systems and processes
- Proven experience partnering with diverse stakeholders and teams to develop, execute, and monitor programs. Demonstrated ability to successfully collaborate and gain alignment with multiple internal and external stakeholders
- Strong strategic thinking, analytical, financial, and communication skills

Desirable Requirements:

- In-depth knowledge of various specialty product distribution and service company business models or free goods foundations
- Experience implementing and managing large, complex and sensitive foundation or patient support program changes

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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Benefits and Rewards:

The pay range for this position at commencement of employment is expected to be between \$194,600 and \$361,400/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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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.

部門
US

部門
Universal Hierarchy Node

国
USA

State
New Jersey

勤務地
East Hanover

Company / Legal Entity
U002 (FCRS = US002) Novartis Corporation

Functional Area
Communications & Public Affairs

職種
Full time

雇用形態
Regular

Shift Work
No

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