

Director, Integrated Field Execution Effectiveness

Job ID
REQ-10047135
May 20, 2025
USA

Summary

This position will be located at the East Hanover, NJ location and will not have the ability to be located remotely.

About the Role

The Insights and Decision Science (IDS) team is dedicated to enabling improved decision-making at Novartis by leveraging data and advanced analytics capabilities to generate actionable insights that drive business growth. We collaborate closely with the US business, bringing insights and challenging ideas to empower smarter, data-driven decision-making. Reporting into the ED, Integrated Field Execution Effectiveness, this role is crucial in enhancing the performance and impact of the field force.

The Dir, Integrated Field Execution Effectiveness plays an important role in conducting the analyses to identify key drivers to improve efficiency and effectiveness of the US field organization. By developing and refining key performance indicators for segments of the field force, they ensure the field is well-equipped to achieve engagement goals, educational objectives, appropriate patients on medicine, and ultimately US Commercial targets.

Key Responsibilities:

- Maintain and improve a systematic, comprehensive evaluation of the effectiveness (performance) for a given Novartis field team (Commercial, Medical, Novartis Patient Services, etc.) across all therapy areas and brands
- In close coordination with IDS leads (Business Performance, Functional Excellence) and TA and brand level IPSTs, develop field team KPIs for their assigned field function that are aligned with the organization's strategic goals
- Review and improve processes aimed at proactively uncovering key pain points and drivers of success at the field team level
- Establish local level opportunity identification process in partnership with Field organizations. Support field team leadership with relevant performance metrics and evaluations to enable responsive, strategic decision making
- Provide analytics on HCP, Account, & Medical Expert engagement to support all the teams (Commercial, Medical, Novartis Patient Services, etc.)
- Monitor field force adherence to internal tool (e.g., NBA / decision engine, interactive visual aids, etc) recommendations (e.g., HCP prioritization, call plans, follow-ups), comparing performance of high vs low adopters, etc. Work to establish near-real time awareness of field team performance across their function

- Upskill and mentor the members of their team, owning their professional growth and development
- Establish a team culture of continuous process and evaluation improvement. Ensure the team is deeply connected to the field facing organizations through direct exposure to field teams
- Identify potential threats and opportunities through proactive competitive benchmarking
- Partner with Resource Optimization team to ensure proper quantification of the value of the sales force. Partner with the Functional Excellence team to align on requirements for any leadership dashboards & reporting solutions and consult on metrics & data to directly enable the sales force

Novartis seeks an individual with extensive experience in the pharmaceutical or healthcare industry, with a strong understanding of field force operations and sales strategies. This individual should have a proven track record of leading and managing high-performing teams, with a focus on driving execution effectiveness and achieving strategic objectives. A strong analytical background is essential, with the ability to analyze complex datasets and derive actionable insights.

Essential Requirements:

Education: Bachelor's degree in related field is required; Master of Science and/or MBA preferred

- A Minimum of 8 years of experience in the pharmaceutical or healthcare industry, with a deep understanding of field force operations and sales strategies
- Strong analytical skills with expertise in data analysis and interpretation to drive strategic decision-making and optimize field strategies
- Experience in developing and implementing key performance indicators (KPIs) to measure and enhance field force performance
- Demonstrated experience in managing field force activities, including engagement strategies, sample distribution, and adherence to internal tool recommendations
- Ability to provide data-driven coaching and develop feedback loops and incentive programs to improve field force performance
- Excellent communication skills, with the ability to present complex insights and strategies effectively to diverse audiences, including field leadership and internal stakeholders. Proven ability to engage and collaborate with cross-functional teams, including medical, access, and commercial teams, to align strategies and initiatives
- Strong leadership skills in a team environment which requires negotiation, persuasion, collaboration, and analytical judgment
- Ability to thrive in a fast-paced, dynamic environment and adapt to changing business needs and priorities

The pay range for this position at commencement of employment is expected to be between \$185,500.00 and \$344,500.00 a 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

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