

# Director, Business Performance - (5 roles)

Job ID  
REQ-10047079  
Apr 02, 2025  
USA

## Summary

Location: East Hanover

There are 5 Dir, Business Performance associated with this job posting. The roles are as follows:

Dir, Business Performance CRM  
Dir, Business Performance, RLT  
Dir, Business Performance, Immunology  
Dir, Business Performance, Neuroscience  
Dir, Business Performance, Oncology

The Insights and Decision Science (IDS) team is dedicated to enabling improved decision making at Novartis by leveraging superior data to identify actionable insights that drive enhanced performance. We collaborate closely with the US business, bringing insights and challenging ideas to empower smarter, data-driven decision-making. Reporting into the ED, Business Performance, the Dir, Business Performance is crucial in monitoring and tracking business performance across brands for their therapeutic area.

The Dir, Business Performance plays a pivotal role in driving strategic insights and fostering systematic, data-driven decision-making to enhance business outcomes. By evaluating performance trends, the Dir, Business Performance provides insights to business stakeholders to inform business strategy. In addition to performance evaluation, the Dir, Business Performance will proactively and systematically identify risks and opportunities, provide leadership with a comprehensive view of key performance indicators and ensure that required strategies can be formed and implemented for brands according to Novartis's strategic objectives. The Dir, Business Performance will work particularly closely with the Forecasting, Decision Science, Data Science and Functional Excellence Reporting teams, ensuring accurate business performance information is disseminated to all relevant stakeholders.

This position will be located at East Hanover, NU site and will not have the ability to be located remotely. This position will require 15% travel as defined by the business (domestic and/ or international).

## About the Role

### Key Responsibilities:

- Oversee and improve US Brand Performance Vigilance processes to measure and track core metrics for brand performance covering all patient, customer, and competitive metrics such as Rx, share, claims, etc
- Ensure Business Performance team works toward a clear and consistent view of TA business

performance, with easy-to-understand data visualization enabling continuous progress monitoring, gap anticipation, course correction with data-driven hypothesis generation

- In coordination with Forecasting and other stakeholders, reference historic data to establish and track acceptable performance parameters (i.e. “what does good performance look like?”)
- Implement requirements for the content and format of the report summarizing performance status at the TA level
- Maintain close connection with the Data Ops, Functional Excellence and Reporting team, ensuring the data-to-analysis-to-reporting pipeline is optimized
- Investigate performance data anomalies with Data Ops End-to-End Quality Assurance to ensure data variance is not interpreted as performance signal
- Proactively monitor external customer threats & opportunities including account performance at key accounts across the US at the TA level
- Implement standardized excellence practices across the IDS reporting ecosystem
- Disseminate consistent set of brand performance metrics & decomposition creating a shared base of understanding of “what” is happening
- Evaluate performance trends and overall strategy effectiveness with IRIS (Intelligent Risk Identification System) by assessing key drivers of performance and forecast variance at national & subnational level to proactively identify risks & opportunities
- Fully leverage AI / ML models to improve 1st level of performance diagnosis in partnership with AI / Data Science team
- Represent Business Performance for their TA in the new IDS POD way of working bringing the best of IDS capabilities together
- Support the articulation of a clear narrative for business performance grounded in data and insights, considering current strategy and how it should evolve, owned by the IDS Illuminator as part of the IDS POD
- Proactive tracking of competitive threats & opportunities

### **What You'll Bring to the Role:**

**Education:** Bachelor's degree in Business Administration, Finance, Economics, or a related field; an MBA or advanced degree is preferred

Novartis seeks an individual with extensive experience in the pharmaceutical or healthcare industry, with a strong understanding of market dynamics and regulatory environments. A proven track record in business performance management, strategic planning, or a similar role, the person should demonstrate the ability to drive business outcomes through data-driven insights. The candidate should excel in bridging the gap between functional and business teams, fostering clear communication and understanding, while engaging with and influencing senior leadership and other key stakeholders to drive strategic initiatives and performance improvements.

### **Essential Requirements:**

- Minimum 8 years of experience in business performance management, strategic planning, or a similar role within the pharmaceutical or healthcare industry
- Commitment to driving and enabling data-driven decision making throughout all levels of the organization
- Exceptional business acumen, paired with a deep understanding of business dynamics in the context of the pharmaceutical industry
- Experience in managing multiple projects simultaneously, ensuring timely delivery and alignment with business goals
- Experience in managing relationships with key stakeholders, including senior leadership and external

partners

- Ability to work effectively with cross-functional teams and drive strategic initiatives
- Excellent verbal and written communication skills to articulate and present business problems and solutions to key stakeholders persuasively
- Strong analytical and problem-solving skills with the ability to interpret complex data and generate actionable insights
- Proficiency in data analysis tools and software, such as Excel, Tableau, or similar business intelligence platforms
- Demonstrated 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

**Novartis Compensation and Benefit Summary:** The pay range for this position at commencement of employment is expected to be between \$185,500.00 and \$344,500.00/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:**

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### **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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