

# Associate Director, Marketing Operations Learning Delivery

Job ID  
REQ-10078325  
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США

## Сводка

#LI-Hybrid

Join Novartis as the Associate Director, Marketing Operations Learning Delivery and have the opportunity to lead the adoption of strategic marketing initiatives by translating business priorities, processes, and technology changes into scalable, compliant learning solutions. This role builds and institutionalizes internal learning delivery capabilities and standards, while indirectly leading a geographically distributed team of Learning Delivery Managers supporting critical IMO initiatives from launch through long-term adoption. Partnering across marketing, commercial, and compliance, the role strengthens internal capabilities and reduces reliance on external consulting.

This position will be based in East Hanover, NJ and will not have the ability to be located remotely. Please note that this role would not provide relocation, and only local candidates will be considered. This position will require 5-10% travel as defined by the business (domestic and/ or international).

## About the Role

### Key Responsibilities:

- Lead the learning delivery strategy for priority U.S. Marketing initiatives, ensuring programs effectively support strategic marketing objectives, evolving operating models, and transformation initiatives.
- Incorporate knowledge of the pharmaceutical industry, marketing operations and technologies, and regulatory requirements into the design of learning solutions, ensuring content and delivery approaches reflect how Novartis marketing teams plan, create, route, approve, activate, and optimize work in practice.
- Build scalable internal capability within the Marketing Operations Training & Change Management team, reducing dependence on external consultants by establishing repeatable methodologies, internal expertise, and durable operating models for learning delivery.
- Indirectly lead and develop a team of Learning Delivery Managers responsible for building, delivering, and optimizing learning programs that support content supply chain, marketing operations, and broader U.S. Marketing initiatives from mobilization through sustained adoption
- Partner closely with marketing and commercial stakeholders, subject matter experts, and globally distributed teams to ensure learning experiences translate marketing strategies, workflows, process changes, and technology enhancements into relevant, role-based learning experiences
- Develop and maintain a standard learning methodology and set of standards, ensuring alignment with organizational objectives and best practices in adult learning for the Marketing Operations Training & Change Management team
- Integrate new learning practices and operational improvements into U.S. Marketing ways of working, ensuring resources, processes, and tools evolve alongside changing business needs, technology capabilities, and regulatory expectations.
- Develop and execute consistent learning strategies, tailoring messages and leveraging feedback to adapt approaches and sustain momentum for change initiatives.
- Articulate the value and business impact of learning initiatives through clear messaging, stakeholder engagement, and compelling narratives that resonate with marketing audiences and reinforce why change matters.
- Lead the development of high-quality, relevant, and impactful learning materials, overseeing content initiatives from conception to delivery. Continuously seek feedback and optimize learning programs and experiences, leading high-priority U.S. Marketing initiatives and documenting processes to support ongoing organizational objectives.

### Essential Requirements:

- Bachelor's degree in Business Administration, Marketing, Organizational Development or a related field.
- Significant experience in the pharmaceutical and/or life sciences industries, as well as in marketing or commercial function.
- Minimum of 5 years of experience in learning design and delivery, change management or a related role.
- Proven track record of successfully leading and managing learning initiatives in a complex environment.
- Strong understanding of change management principles, methodologies, and tools, with ability to connect strategy to execution to deliver measurable impact.
- Excellent communication and interpersonal skills, with the ability to build strong relationships with stakeholders at all levels and present clear ideas to large audiences.
- Strong analytical and problem-solving skills.
- Ability to work independently and manage multiple priorities in a fast-paced environment.

### Desirable Requirements:

- Experience in a leadership role within a large, matrixed, global organization.
- Proficiency in learning management systems and certification in change management (e.g., Prosci, CCMP) is a plus.

### Novartis Compensation Summary:

The salary for this position is expected to range between \$145,600 and \$270,400 per year.

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors.

Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards.

US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

**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>

**Benefits and Rewards:** Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

**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](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.

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