

Portfolio Account Specialist - Immunology, Perth

Job ID
REQ-10074321
апр 19, 2026
Австралия

Сводка

Join our high-energy Immunology team in a newly created Portfolio Account Specialist role supporting our Dermatology indication across WA/SA, reporting to the National Sales Manager. We are looking for someone who leads with integrity, brings a growth mindset, is a smart risk-taker, and has a strong external/customer focus.

As a Portfolio Account Specialist, you will be a leading driver of customer interactions and sales performance. You are the face of our customer experience approach—building deep relationships that deliver value for customers and patients and driving sales growth in a compliant and ethical manner.

About the Role

Drive competitive sales growth

- Identify and prioritise high-potential customers and stakeholders (HCPs and influencers) using data and insights.
- Deliver strong sales performance through the orchestration of positive, customer-centric experiences.

Engage and build relationships

- Conduct value-based conversations (in-person and virtual) to understand customer challenges, decision drivers, pain points, and opportunities.
- Personalise and orchestrate engagement journeys using customer preferences, relevant content, and multiple channels.
- Build sustained, collaborative partnerships with HCPs on behalf of Novartis.
- Establish effective working relationships with key opinion leaders and medical influencers at territory level to improve the patient journey (right patient, right time).

Develop deep customer insights

- Gather insights into customer priorities and business needs.
- Translate customer feedback into actions that create additional value and exceed expectations.
- Use available data sources to create, prioritize, and adapt territory, account, and interaction plans.
- Share insights with internal stakeholders to inform content, campaigns, and engagement plans.

Deliver value to customers and patients

- Collaborate compliantly with cross-functional teams to design and implement solutions that address unmet customer and patient needs.
- Act as a trusted partner—listen to learn, deepen relationships, and create value-add solutions in a compliant and ethical manner.

Operate with integrity and compliance

- Demonstrate honesty, transparency, and respect in all interactions.
- Speak up and do the right thing when faced with ethical dilemmas, in line with the Novartis Code of Ethics and Values and Behaviours.
- Report technical complaints, adverse events, and special case scenarios within **24 hours** of receipt.
- Manage distribution of marketing samples (where applicable).

About you (minimum requirements)

- Experience in **healthcare/pharma sales** or a related field.
- **Established network** with the target customer group (desirable).
- **Specific product/therapy area knowledge** (desirable).
- Demonstrated **growth mindset, strong external focus**, and the ability to take **smart, informed risks**.
- Proven commitment to **integrity** and compliant ways of working.

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 \(PDF 30 MB\)](#)

Дивизион
International
Business Unit
General Management
Место
Австралия
Сайт
Western Australia (WA)

Company / Legal Entity
AU04 (FCRS = AU004) AU Pharma Pty Ltd
Alternative Location 1
South Australia (SA), Австралия
Functional Area
Продажи
Job Type
Full time
Employment Type
Regular (Sales)
Shift Work
No

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