NOVARTIS

Associate Director, Content Approval Operations

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REQ-10079741
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США
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Сводка

#LI-Hybrid
Novartis has an exciting opportunity for an Associate Director, Content Approval Operations, to lead the execution, and continuous improvement of Content Approval Services related to Core Claims, Reference Librarian resources, and Workflow Management Capabilities training Master Teams List. This role has shared accountability for functionally overseeing and setting priorities for the team and ensuring disciplined, compliant, and predictable execution of the Material Approval Process (MAP). The Associate Director acts as an operational anchor and escalation partner, translating strategy into execution, enabling foundational AI & Automation that will reduce risk, effort and unlock team performance, ensuring strong collaboration across Medical, Legal, Regulatory (MLR), Marketing, Agencies, and Operations partners.

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 up to 5% travel as defined by the business (domestic and or international).

About the Role

Key Responsibilities:

Claims & Reference Operations Governance:

- Partner with Core Claims and Medical teams to ensure compliant creation, governance, and maintenance of claims and reference content aligned to approved standards
- Oversee end-to-end progression of claims through the Material Approval Process (MAP), ensuring quality, traceability, and metadata accuracy
- Drive intake discipline, workload prioritization, and forecasting aligned to brand demand and enterprise priorities
- Ensure claims libraries and approved reference repositories remain current, auditable, and enabled for reuse

Material Approval Process (MAP) Execution & Optimization:

- Support execution of MAP workflows across brands and functions, ensuring submission readiness, routing accuracy, and review efficiency while monitoring operational performance (throughput, cycle time, quality) and proactively address risks, bottlenecks, and rework drivers
- Partner with the Director to implement process improvements, including AI-assisted capabilities and automation, to enhance compliance and efficiency

People Leadership and Matrix Team Oversight:

- Provide day-to-day functional oversight, prioritization, and coverage planning across Core Claims, References Operations, and Material Approval Enablement teams, including leading, coaching, and developing the teams and serving as a first-line escalation point for people, delivery, and operational challenges
- Serve as a first-line escalation point for operational, delivery, and team-related challenges, reinforcing governance and standardized ways of working.
- Lead or co-lead targeted improvement initiatives that enhance predictability, quality, and user experience

Cross-Functional Partnership:

- Act as a trusted partner across Medical, Legal, Regulatory (MLR), Marketing, Agencies, and Operations, communicating status, risks, and recommendations clearly and proactively

Essential Requirements:

- Bachelor’s degree required in Business, Marketing, Communications, Information Management, or related discipline; advanced degree preferred
- 5+ years of experience in pharmaceutical marketing operations or pharmaceutical content approval with strong understanding of FDA promotional regulations and MAP/MLR review processes
- At least one year of people leadership of direct reports or team lead experience
- Experience with content approval and DAM platforms (e.g., Veeva, Aprimo)
- Proven ability to work with operational metrics, dashboards, and performance data
- Strong stakeholder management and cross-functional collaboration skills
- Ability to translate strategy into disciplined execution in complex, regulated environments
- Foundational AI literacy with the ability to apply critical thinking and compliance judgment

Novartis Compensation Summary:

The salary for this position is expected to range between $152,600 and $283,400 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.

Desirable Requirements:

- Experience integrating AI or automation into operational workflows

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 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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США
Состояние
New Jersey
Сайт
East Hanover
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U014 (FCRS = US014) Novartis Pharmaceuticals Corporation
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Job Type
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