

VP, Patient Support Field

Job ID
REQ-10081538
Июн. 26, 2026
США
Available in: English

Сводка

#LI-Remote

This is a field-based and remote opportunity supporting a team in an assigned geography. This position will require 50% travel. Novartis is unable to offer relocation support for this role. Please only apply if this location is accessible for you.

The Vice President (VP), Patient Support (PS) Field is a role that serves as a national leader for regionally and therapeutic area aligned Novartis Market Access & Reimbursement field teams. This individual will partner with MAPS Therapeutic Area Leads, Cross Functional Field Leadership, the Novartis Patient Support Center, and other matrix support partners to develop a sustainable enterprise wide and TA (Therapeutic Area) specific field strategy, effective customer engagement planning, performance monitoring, field capability building, and field operational excellence for 400+ field associates representing core Market Access and Patient Support responsibilities. The scope and scale of the role will adapt to meet the expanding needs of Novartis with the overarching goal to reduce friction for patients and their providers by building capabilities, harmonizing deployment, and delivering results through a high-performing national field organization.

About the Role

Key Responsibilities:

- Develop and oversee a unified field strategy, operating model, deployment structure, and capability enhancement program for field teams within the Market Access & Patient Support function across TAs.
- Attract, coach and retain team of high performing National & Regional Directors and field focused Patient Support professionals.
- Serve as a member of the MA&PS Leadership Team and partner closely with the TA Strategy leads and relevant in MA&PS COEs (Trade; Specialty Pharmacy (SP); Payer; Alternate Site of Care (ASOC); Patient Support Center (PSC) to execute TA-specific access and support priorities through high-impact field teams.
- Lead Field Strategy & Effectiveness team and seek to identify opportunities to improve efficiencies and effectiveness at a regional and national level using analytics, KPIs, and CRM tools; support a culture of continuous evolution and learning.
- Partner closely with Customer Engagement Team and other field team counterparts, as appropriate, to ensure strong collaboration and coordination of field associate activities, business plans, and customer resolutions.
- Understand and integrate payer, reimbursement, policy & regulatory, customer & stakeholder ecosystems and access realities into field strategy and execution decisions.
- Integrate with Novartis leadership and collaborate across multi-functional teams (Sales, Marketing, MAPS, Operations, Training, Legal, ERC, etc.) to ensure a collaborative and compliant approach to support field success.
- Maintain a deep understanding of NPC policies and requirements and perform all responsibilities with integrity and in a manner consistent with company guidance and prescribed Values and Behaviors. Handle Patient Identifiable Information (PII) appropriately (understand and ensure compliance with HIPAA and other privacy laws and regulations and internal Company compliance guidelines). This comes with the added accountability to ensure your teams are also adhering to NPC policies.

Essential Requirements:

- **Education:** Bachelor's degree required; MBA, Pharm D, Health Policy or equivalent preferred
- A minimum of 12+ years of pharmaceutical industry experience, with demonstrated ability to lead teams both directly, indirectly, and cross functionally in a matrixed environment. People management and development experience highly preferred
- Thorough understanding, knowledge of and experience with US healthcare dynamics and the drivers of pharmaceutical value
- Ability to analyze complex business issues and trends and to synthesize information into clear and compelling insights and recommendations delivered in a persuasive way to the organization
- Strong interpersonal, communication, and influencing skills combined with an ability to successfully collaborate across a matrixed organization
- Demonstrated prioritization, organizational, and analytical skills as well as the ability to create solutions for complex processes and procedures
- Inspirational leadership with high level of self-awareness and curiosity with focus on empowering others
- Proven results-oriented approach and embodiment of an agile, growth mindset
- Ability to travel 50% over a broad geography is required, with the ability to drive and/or fly within the territory.

Novartis Compensation Summary:

The salary for this position is expected to range between \$274,400 and \$509,600 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.

COVID-19 Vaccine Policy (customer-facing roles only): While Novartis does not require vaccination for COVID-19 or proof of a recent negative test result for COVID-19 at this time, employees working in customer-facing roles must adhere to and comply with customers' (such as hospitals, physician offices, etc.) credentialing guidelines, which may require vaccination. As required by applicable law, Novartis will consider requests for reasonable accommodation for those unable to be

vaccinated. This requirement is subject to applicable state and local laws and may not be applicable to employees working in certain jurisdictions. Please send accommodation requests to Eh.occupationalhealth@novartis.com

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.

Дивизион

US

Business Unit

General Management

Место

США

Состояние

Field, US

Сайт

Field Non-Sales (USA)

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

East Hanover, New Jersey, США

Functional Area

Market Access

Job Type

Full time

Employment Type

Regular

Shift Work

No

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