

ED, NPS Neuroscience Strategy & Management

Job ID
REQ-10083738
июл 16, 2026
США
Available in: English

Сводка

#LI-Remote

This position can be based remotely anywhere in the U.S. (there may be some restrictions based on legal entity). Please note that this role would not provide relocation as a result. The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager.

One of the most important functions in today's biopharmaceutical industry is patient services. As ease of accessing HCP prescribed medications has become more difficult, the ability of a company to build, design, implement, and run dynamic end-to-end patient support offerings has become critical to patients successfully starting and staying on therapy.

The role of the ED, Novartis Patient Support (NPS) Neuroscience Strategy and Management is to serve as the leader for product and program strategies in support of patient access to achieve Novartis' Neuromuscular, Neuroimmunology, and Neurodegenerative portfolio objectives. This role owns ongoing strategic planning, evaluation/measurement, and optimization of short-term and long-term program performance to enable impact for Novartis and patients. This is inclusive of end-to-end patient, provider, and product journeys throughout the healthcare system, all NPS programs and services (site and patient onboarding, co-pay, adherence, e-services, hub operations, external landscape/monitoring, and shifting market dynamic), as well as strategic engagement planning for a customer facing access and reimbursement teams across the life-cycle of portfolio.

This role requires a highly collaborative and agile leader to liaise with multiple NPS Centers of Excellence and cross-functional teams, including, but not limited to, Market Access, Product Strategy, Marketing, Customer Engagement (Sales), Ethics and Compliance, Legal, Data Analytics, and Training. Finally, this role is accountable for driving strong business performance, team culture, and high agility for balancing and optimizing impact across Neuroscience

About the Role

Your responsibilities will include, but are not limited to:

- Support broad US Market Access and Patient Support strategic priorities, budgets, and Key Performance Indicators (KPIs), including the integration of priorities and program performance with identified product and portfolio strategies
- Leading a core team of cross-functional NPS stakeholders focused on ongoing patient support program refinement and measurement specific to the post-prescription experience in partnership with Program Data Insights and Analytics
- Serve as NPS subject matter expert on Neuroscience landscape and provide key inputs to Portfolio Strategy & Lifecycle Management for patient support program designs related to onboarding, co-pay, adherence, e-services, and hub operations across buy and bill and specialty Rx channels to ensure reconciliation with product P&L and objectives
- Oversee the development of buy and bill and specialty Rx strategic engagement plans for patient access and reimbursement specialists including content, resources, and training plans in partnership with organizational Center of Excellences
- Develop and complete marketplace and competitive landscape assessments inform future state of NPS support required for Neuroscience
- Ensure the optimal onboarding patient and customer experience to deliver impact via increased first-fill rate, time-to-first fill, and adherence
- Embrace change leadership and transformational skills to lead the Neuroscience NPS team through transforming technology and patient customer experience capabilities
- Responsible for managing multiple budgets and team deliverables, including organizing interim project read-outs to ensure cross-functional alignment and deliverables do not exceed allocated budget

Experience:

Required Experience:

- BA degree. MBA preferred.
- 10+ years of pharmaceutical, biotech or healthcare industry. Rare disease preferred.
- 5+ years in patient support-specific leadership roles, with multi-functional expertise in other pharmaceutical roles, including Market Access, Brand Management, Sales, and/or Operations
- 3+ years of implementing buy and bill site of care strategies. Neuroscience experience preferred.
- Comprehensive knowledge and understanding of US healthcare system and patient services
- In-depth functional expertise across patient services, both buy and bill and specialty pharmacy channel, hub and vendor management, patient service program design and management
- Demonstrated history of designing and developing programs for launch brands
- Experience in driving results in a matrix organization
- Understanding and working knowledge of commercialization process, market access, clinical development, patient access/Affordability and pricing and contracting approaches
- Financial and P&L Management experience a plus

Novartis Compensation Summary:

The salary for this position is expected to range between \$236,600 and \$439,400 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 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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Remote, US
Сайт
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