

# Service Delivery Manager

Job ID  
REQ-10015471  
Jul 16, 2024  
Ireland

## Summary

Take ownership of and improve the current and future Novartis Gene Therapy services in the Irish Healthcare system.

## About the Role

### Key responsibilities:

- Take ownership of and improve the current and future Novartis Gene Therapy services in the Irish Healthcare system.
- Develop strong working relationships with key stakeholders across the healthcare system to enable system and infrastructure readiness to efficiently diagnose, and treat patients with Gene Therapies.
- Develop a business and service development plan, tracking the execution and impact of activities with key stakeholders and relevant accounts to ensure that Gene Therapies are quickly delivered to patients who need them most.
- Work cross-functionally with commercial, medical, corporate affairs, and market access teams to help shape account plans through environmental insights, whilst proactively identifying opportunities for collaboration to deliver on brand objectives.
- Gain multifaceted understanding of the Gene Therapy landscapes, including access barriers, and develop innovative solutions and complex projects to overcome system obstacles.
- Development of key materials (toolkits, case studies based on best practices etc) to support the external stakeholders in its set up, expansion and delivery of Gene Therapy services.
- Build collaborative working projects with key stakeholders and external vendors to improve patient journeys so that patients are treated as quickly and efficiently as possible.
- Support Corporate Affairs in national engagements and strategy.
- Always comply with all appropriate external regulations, IPHA Code and Novartis' value and behaviors.
- **\*This is a non-promotional role\***

### Essential requirements:

- Experience in Pharmaceutical, Biotech, Healthcare, or Healthcare consulting industry, which may include roles in Commercial, Medical or Market Access. ~~Ex~~ Experience of service delivery in cell & gene therapy

platforms, an advantage.

- Thorough understanding of the Irish healthcare system or equivalent structure and strategies, and ability to orchestrate its stakeholders. This includes, but is not limited to, decision-making, pathways, internal structural pressure within the system and local delivery challenges.
- Considerable experience delivering successful service development and redesign projects, including joint/collaborative working projects, pathway mapping and business planning support within the healthcare system.
- Strategic mindset, initiative taker, eager to break new ground, create opportunities.
- Excellent customers engagement skill and proven skill to communicate complex ideas effectively.
- Strong organizational, planning and project management skills with ability to prioritize and efficiently maximize available time.
- Team player experienced in collaborating cross-functionally across a matrix environment, acting respectfully yet courageously in communication with colleagues. Confident in challenging the status quo where appropriate.
- Persistent, adaptable, resilient and solution focused.

### **Why Novartis?**

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

### **You'll receive:**

Competitive salary, Annual bonus, Pension scheme, Share scheme, Health insurance, 25 days annual leave, Flexible working arrangements, subsidized dining facilities, Employee recognition scheme, learning and development opportunities.

**Join our Novartis Network:** If this role is not suitable to your experience or career goals but you wish to stay connected to learn more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>

**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>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:

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Division

International

Business Unit

Innovative Medicines

Location

Ireland

Site

Dublin (Country President Office (CPO))

Company / Legal Entity

IE02 (FCRS = IE002) Novartis Ireland Ltd

Functional Area

Communications & Public Affairs

Job Type

Full time

Employment Type

Regular

Shift Work

No

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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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