

# AD, NPS Analytics & Effectiveness

Job ID  
REQ-10018688  
Ago 15, 2024  
Estados Unidos

## Resumen

Location: East Hanover, NJ Up to 27 potential launches expected in the next 5 years at Novartis. The Patient & Specialty Services team is at the forefront of transforming how the industry helps patients get access to treatment. Do you want to be part of a team that puts patients first with a strong focus on reimagining patient-centric initiatives? We'd love to hear from you. One of the most important functions in today's pharmaceutical industry is patient services. As ease of accessing HCP prescribed medications has become more difficult, the ability of Pharma to build, design, implement, and run dynamic end-to-end patient support offerings has become absolutely critical to a patient's success. The Associate Director, NPS Analytics will lead a team of analysts directly supporting the NPS disease area teams. This individual will work closely with our NPS leaders and will be responsible for supporting the day to day operations with analytics solutions to enable oversight and management of NPS programs. To do this successfully, this individual will develop the analytics vision and roadmap and help build an insights obsessed team that integrates actionable data to inform a cross-functional team and improve patient support. This individual and their team members will be members of NPS Core Program Teams (CPTs), and will partner closely with various cross-functional teams including Patient Support Center, Product, Innovation, Launch Excellence, finance, and market access. This position will be located in East Hanover, NJ and will not have the ability to be located remotely. This position will require travel as defined by the business. Please note that this role would not provide relocation and only local candidates will be considered.

## About the Role

### Major Accountabilities

- Strong understanding of patient access and reimbursement operations, including patient onboarding, co-pay, adherence and reimbursement services
- Oversee the implementation of analytics for NPS disease-area CPTs that delivers reporting and analytics solutions for all stakeholders
- Deliver operational metrics, KPIs and power stats in partnership with the NPS Disease-Area teams, and oversee the development of operations dashboards that provides visibility into performance
- Support decision making via a disciplined, hypothesis-driven approach and shape the findings into leadership presentations highlighting key actions
- Support operational effectiveness by creating root-cause analysis into programs and summarizing recommendations for NPS and Disease-Area leadership
- Manage data vendor teams and analytics staff for timely delivery of reporting and analytics

### Education:

- Bachelor degree required

- Advanced degree (MS or MBA) preferred
- Minimum 3-5 years doing analytics in pharma
- Experience in leading and delivery advanced analytics, reporting, and data management functions, with specific emphasis on specialty pharmacy data sets and patients services preferred
- Experience in Brand Marketing and/or other Business areas a plus (e.g., Managed Markets, Sales, Sales Ops)
- Strong expertise in communication and information/data management
- Cross-functional experience preferred (e.g., managed markets, pricing, medical, analytics, sales, marketing)
- Learning agility: ability to pick up new trends and learn quickly
- Demonstrated partnering and influencing skills, stakeholder management, project management, people management
- Solid understanding of specialty pharma and hospital data sources as well as analytics and data bases in the pharma industry.

### **Why consider Novartis?**

**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:** You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

**Commitment to Diversity & Inclusion:** Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

**Novartis Compensation and Benefit Summary:** The pay range for this position at commencement of employment is expected to be between \$144,000.00 and \$216,000.00/year; however, while salary ranges are effective from 1/1/24 through 12/31/24, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an "at-will position" and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

**Join our Novartis Network:** If this role is not suitable to your experience or career goals but you wish to stay connected to hear 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:

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

**Benefits and Rewards:** Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

### **EEO Statement:**

The Novartis Group of Companies are Equal Opportunity Employers who are focused on building and advancing a culture of inclusion that values and celebrates individual differences, uniqueness, backgrounds and perspectives. 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. We are committed to fostering a diverse and inclusive workplace that reflects the world around us and connects us to the patients, customers and communities we serve.

### **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](mailto: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.

División

US

Business Unit

Innovative Medicines

Ubicación

Estados Unidos

Sitio

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Márketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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