

# ED, NPS Hematology Strategy & Management

Job ID  
REQ-10003187  
Apr 26, 2024  
USA

## Summary

The role of the ED, NPS [Hematology] is to serve as the leader for product and program strategy in support of patient access to achieve product and/or portfolio objectives in the hematology portfolio pipeline. This role owns ongoing 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 and provider journeys, as well as all NPS programs and services (onboarding, co-pay, adherence, e-services, hub operations, external landscape/monitoring, and shifting market dynamic). 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, Product Strategy, Marketing, Market Access, 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 the hematology portfolio.

## About the Role

### Major Accountabilities

- Lead 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 Center of Excellence (starting and staying on appropriate therapy)
- Service as NPS subject matter expert on hematology and provide key inputs to Portfolio Strategy & Lifecycle Management Center of Excellence for program designs related to onboarding, co-pay, adherence, e-services, and hub operations to ensure reconciliation with product P&L and objectives
- Drive integration of NPS priorities and program performance with identified product priorities and strategies
- Develop and complete marketplace and competitive landscape assessments inform future state of NPS support required for hematology
- Support broad US NPS strategic priorities, budgets, and Key Performance Indicators (KPIs), including the transformation to internally owned, embedded, and customizable suite of technology and customer experience eCommerce capabilities
- 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 hematology NPS team through internalizing technology and patient customer experience capabilities
- Oversee the creation of patient access and reimbursement content and resources in partnership with NPS Content Development Center of Excellence to support field execution of hematology programs

**Key Performance Indicators** (Indicate how performance for this role will be measured)

- Drive program performance including start, convert and retain metrics for patients serviced by patient support programs (e.g., time to first fill, adherence/PDC) in support of product/portfolio objectives
- Ensure patient support program investment reflects product lifecycle needs and budget is aligned with product objectives
- Proactive identification and resolution of program performance issues
- Assurance of service delivery to defined SLAs (Service Level Agreements) with internal and 3rd party vendors

**Education** (minimum/desirable):

Bachelor's Degree, (MBA preferred)

**Languages:**

Fluent English, other languages desirable

**Required Experience:**

- BA degree, MBA preferred
- 10+ years of pharmaceutical, biotech or healthcare industry
- 5+ years in NPS-specific roles, with multi-functional expertise in other pharmaceutical roles, including Market Access, Brand Management, Sales, and/or Operations
- Comprehensive knowledge and understanding of US healthcare system and patient services
- In-depth functional expertise across patient services, specialty/retail pharmacy channel (based on franchise), hub and vendor management, patient service program design and management
- Demonstrated history of designing and developing programs for pipeline and/or mature brands
- Demonstrated history of developing, refining, and monitoring programs for in-line 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

The pay range for this position at commencement of employment is expected to be between \$233,600.00 and \$350,400.00 per 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.

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<https://www.novartis.com/about/strategy/people-and-culture>

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Division

US

Business Unit

Pharmaceuticals

Location

USA

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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