

Director, People & Culture Communications

Job ID
REQ-10017248
Aug 01, 2024
USA

Summary

The People & Culture Communications Director is responsible for setting and fostering the people and culture experience of Novartis in the US for associates and external audiences, including perspective talent. They should build a strong relationship with our People & Organization function and be a true thought partner for the team.

About the Role

Major accountabilities:

- Define, manage and execute plan to elevate people and culture experience within Novartis US.
- Shape the culture and experience of working at Novartis with both internal and external audiences.
- Generate and own the storytelling aspects of our Novartis culture.
- Serve as trusted business partner and communications strategy counselor our People and Organizational organization.
- Oversight, ownership and content generation of intranet and internal distribution channels (i.e., email, inbox, distribution lists).
- Ensure proper information and content flow related to US associates and serve as US voice to global People & Culture team.
- Provide communications strategy and implementation to attract perspective talent.
- Utilize analytics and insights to inform strategy and report outcomes.
- Monitor and evaluate performance to achieve and maintain best-in-class outcomes, while being fully compliant.
- Effectively manage budget and maximize agency ROI.

Key performance indicators:

- Utilization of OGSM framework planning approach with measurable results and assessment
- Strong collaboration with internal stakeholders leading to high impact
- Measurable indicators of increased visibility and impact of culture and people experience, including channel metrics
- Proper and positive sentiment of culture and associate messaging, including reflection in company metrics and surveys

Work Experience:

- 12+ years of experience in internal communications or culture engagement, with a healthcare and/or pharmaceutical background or translatable industry background

- Demonstrated ability to build culture and integrated people experience communications plans, along with providing strategic counsel to top company leadership team executives
- Business partnering, P&O business partner a plus
- Creative 'experience' building and content generation
- Social media experience, focus on talent recruitment
- Management of agency partners and budget
- Event management
- Organizational change management experience

Skills:

- Excellent written and verbal communication skills – including narrative writing, content development
- Creativity related to content and experience-building
- Strong interpersonal skills with ability to effectively interact with, counsel and coach top US leadership
- Ability to influence at a senior level and navigate complexity
- Strong business acumen, analytical and critical thinking
- Manager + Team approach and individual working style that is exemplary of Novartis culture and behaviors
- Collaborative enterprise mindset with comfort in working in a matrix environment
- Ability to multi-task and manage complex issues into simple effective solutions
- Ability to operate within a dynamic and ambiguous environment
- Ability to inspire and lead teams
- Understanding of US healthcare industry landscape and culture trends
- Agency management capabilities

Languages :

- English.

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: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <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 \$174,400 - \$261,600 / 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 payments 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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Division

Corporate Affairs

Business Unit

CTS

Standort

USA

Site

East Hanover

Company / Legal Entity

U061 (FCRS = US002) Novartis Services, Inc.

Functional Area

Communications & Public Affairs

Job Type

Full time

Employment Type

Regular

Shift Work

No

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EEO Statement :

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Major Accountabilities ~ Steigern Sie Ihr wettbewerbsfähiges Umsatzwachstum ~ Identifizierung und Priorisierung von Kunden mit hohem Potenzial durch Datenanalyse (HCPs und Stakeholder), die Verschreibungsentscheidungen beeinflussen ~ Steigern Sie die Vertriebsleistung durch die geschickte Orchestrierung positiver Kundenerlebnisse ~ Engagieren und Beziehungen aufbauen ~ Führen Sie wertorientierte Gespräche (persönlich und virtuell), um kritische Kundenherausforderungen, Entscheidungstreiber, Schwachstellen und Chancen zu verstehen ~ Personalisieren und orchestrieren Sie Customer Engagement Journeys für HCPs,

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