

# Executive Director, US Patient Advocacy

Job ID  
393361BR  
May 02, 2024  
USA

## Summary

Onsite  
Location: East Hanover, New Jersey  
Hybrid  
#LI-Hybrid

The Executive Director, US Patient Advocacy, will define the company's patient advocacy priorities and oversee advocacy group collaborations that educate and activate patients to seek optimal care, break down barriers to patient access, and bring patient insights into the company. As a member of the US Communications and Patient Advocacy leadership team, this leader will help drive an evolution of the function, embedding a data and insights-driven approach to enhance our impact and shape the environment in which we operate.

## About the Role

### Your Key Responsibilities:

- Lead, inspire and develop a stable, high-performing patient advocacy team
- Ensure deep understanding of patient needs across Novartis' therapeutic areas of focus to inform our work across the organization
- Set a vision for the Patient Advocacy team's focus and desired impact
- Establish processes, systems, governance and trainings to support the team's success
- Align with cross-functional partners on new focus and ways of working
- Lead a comprehensive review of Novartis' US grants platform and implement plan to improve functionality and user experience
- Ensure effective and efficient ways of working with other functions that engage with patient advocacy groups (Patient Engagement in R&D and Issues Advocacy in US Public Affairs)
- Ensure integrated planning across Corporate Affairs
- Manage external agencies, ensuring accountability for impact and delivery to budget
- Expected travel: 10-20% travel (US and/or international)

<https://www.youtube.com/watch?v=ggbnzRY9z8w>

### Role Requirements:

Essential Requirements:

- Bachelor's degree and 15+ years of experience working in the pharmaceutical, biotech, healthcare, medical devices industry
- Understanding of commercial business and levers of growth
- Ability to cultivate high-performing teams, setting a vision and leading through change
- Demonstrated track record of cross-functional collaboration
- Executive presence and influence
- Ability to prioritize & maximize resources
- Strong analytical skills and an ability to generate insights and develop relevant action plans
- Agility and curiosity; comfortable with challenging current thinking, continually seeking and learning from new external and internal perspectives

Desirable Requirements:

- Prior experience implementing system and process changes to enhance operational effectiveness
- Complementary experience working in pharmaceutical/biotech communications, marketing or medical affairs, or within a patient advocacy group

**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>

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**Commitment to Diversity & Inclusion:** The Novartis Group of Companies are Equal Opportunity Employers and take pride in maintaining a diverse environment. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, gender, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status. We are committed to building diverse teams, representative of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration and empowers our people to unleash their full potential.

**Novartis Compensation and Benefit Summary:** The pay range for this position at commencement of employment is expected to be between \$224,400-336,600/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 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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Division

Corporate Affairs

Business Unit

CTS

Location

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 :**

Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society. Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society. Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society. Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society.

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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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## Executive Director, US Patient Advocacy

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