

Director, NPS Analytics - CRM

Job ID
395219BR
Jun 28, 2024
USA

Summary

Up to 27 potential launches expected in the next 5 years at Novartis. The Novartis Patient Support 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 meaningful 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 multifaceted end-to-end patient support offerings has become absolutely critical to a patient's success.

The Director, NPS Insights and Analytics will lead a team of analysts directly supporting the NPS disease area teams and will help drive performance and shape the future of NPS.

This individual will work closely with our NPS disease area leaders and will be responsible for supporting the day-to-day program oversight with analytics solutions and insights. 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 will be members of NPS Core Program Teams (CPTs), and will partner closely with various cross-functional teams including Patient Support Center, Product, enterprise strategy, vendor management and other near / offshore teams to ensure a seamless analytics experience for our internal and external customers.

About the Role

Major Accountabilities

- Strong understanding of patient access and reimbursement operations, including patient onboarding, co-pay, adherence and reimbursement services
- Demonstrate deep understanding of the patient services internal and vendor landscape, including Benefit Investigation, Prior Authorization, Co-pay, patient & practice authorizations, consent / opt-outs, and ongoing refill management solutions, for all product archetypes.
- Define and oversee the implementation of an analytics roadmap for NPS disease-area CPTs that delivers reporting and analytics solutions for all collaborators
- Deliver program outcome measurements and help disease team leadership clearly understand program impact and make data-driven decisions.
- Establish operational metrics, KPIs and power stats in partnership with data sources, and oversee the development of operations dashboards that provides insight into performance
- Data storytelling to build a compelling narrative based on complex data and analytics that help influence and

advise key strategic decisions for leadership

- Drive decision making via a disciplined, hypothesis-driven approach and shape the findings into leadership presentations highlighting key actions
- Drive operational efficiency by creating root-cause analysis into programs and summarizing recommendations for program and operations leadership
- Coordinate with data vendors and analytics staff for timely delivery of reporting and analytics
- Translate business objectives and inquiries into insights and analytics solutions, including “gold-standard” measure definitions and templates

The pay range for this position at commencement of employment is expected to be between \$201,600.00 and \$302,400.00 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.

This position will be located at our East Hanover, NJ site and will not have the ability to be located remotely. This position will require 20% travel as defined by the business (domestic and/ or international).

What you will bring to the role:

Education:

- Bachelor of Science degree required
- Advanced degree (MS or MBA) preferred

Experience:

- 8 + years of progressive analytics experience with demonstrated ability in leading and building data-driven teams
- Minimum 5 years of experience in patient services and reimbursement operations, either in Pharma or at reimbursement HUBs
- Demonstrated ability into working with data from CRM platforms, telephony systems, electronic reimbursement systems, pharmacy, Co-pay etc.
- 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 communication skills and ability to translate technical information into simple insights for leaders
- Experience in driving results in a matrix organization
- Proven self-starter and ability to deliver strongly in a “hands-on” role.

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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Division

US

Business Unit

Innovative Medicines

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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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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