

# Associate Director, Immunology, US Patient Advocacy

Job ID  
REQ-10009866  
Jul 29, 2024  
USA

## Summary

The Associate Director, Immunology collaborates with relevant Dermatology and Rheumatology patient communities to understand unmet needs that inform business strategy, mobilize patients to seek the best care and reduce access barriers.

## About the Role

### Your Key Responsibilities:

- Build and maintain trusted long-term relationships with patient organizations and communities in relevant Dermatology and Rheumatology disease areas, centered on two-way communications and collaborations to advance shared priorities
- Partner with patient organizations to educate and mobilize patients to seek optimal care and elevate the voice of the patient to inform decisionmakers in the patient treatment journey, including HCPs, policymakers and payers
- Execute integrated patient advocacy strategies aligned to critical business and corporate priorities based on deep understanding of the patient/carer experience and unmet needs
- Ensure patient/carer insights and implications for launch and growth brands are systematically actioned across corporate affairs and with cross-functional partners
- Represent Novartis at key advocacy events and meetings
- Stay abreast of key environmental and policy issues impacting the company's ability to operate and pre-emptively drive initiatives and build relationships to shape the environment
- Utilize corporate affairs function analytics and insights framework within scope of work
- Manage risk to Novartis and brand reputation
- Monitor and evaluate performance to achieve and maintain best-in-class outcomes, while being fully compliant
- Effectively manage budget and maximize agency ROI

### Role Requirements:

- Success rate in achieving desired business objectives and outcomes for specified therapeutic area
- Functional alignment of strategies, priorities, and objectives across therapeutic area
- Management, and resolution of critical issues
- Utilization of OGSM framework planning approach with measurable results and assessment of business impact
- Feedback from internal stakeholders indicating effective collaboration

- Feedback from patient organizations and key advocates indicating impact and a positive and transparent image for Novartis
- Ownership of development plan

### **Essential Requirements:**

- Bachelor's degree required
- 10+ years of experience in patient advocacy or related discipline with a healthcare and/or pharmaceutical background, prior experience in Dermatology or Rheumatology disease areas preferred
- Demonstrated ability to build trusting relationships with patient organizations, professional associations and other stakeholders
- Commercial experience
- Development and implementation of integrated plans and projects against business objectives and priorities
- Influencing and navigating complexity
- Management of agency partners and budget
- Crisis and issues management

### **Desirable Requirements:**

- Business acumen, critical thinking and collaborative enterprise mindset
- Understanding of US policy landscape

**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?  
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**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 \$158,400.00 - \$237,600.00 / 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.

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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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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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