

# Director, Future Field Engagement Strategy – Role Design

Job ID

REQ-10073454

Mar 13, 2026

LOC\_US

## About the Role

### Key Responsibilities:

- Lead the design and evolution of field roles, aligning responsibilities to customer archetypes, targeting strategies, and modern engagement models.
- Define clear role competencies, accountabilities, and interfaces to create clarity, reduce overlap, and enable strong cross-role collaboration.
- Develop field deployment models that optimize resource allocation and effectiveness across therapeutic areas and portfolios.
- Reimagine field roles as part of an integrated engagement ecosystem, thoughtfully balancing human expertise, digital capabilities, and AI-enabled solutions.
- Partner closely with People & Organization (P&O), Field Leadership, and Capability teams to align role design with talent strategies, capability needs, and organizational priorities.
- Clearly articulate role architectures, interfaces, and talent pathways to support development, mobility, and long-term sustainability.
- Establish clear boundaries between role architecture and capability building, enabling shared ownership and seamless collaboration with talent development teams.
- Create clear documentation and guidance to ensure field role designs are consistently understood and applied across the organization.
- Monitor market dynamics, competitor models, and internal feedback to continuously refine and evolve field role design.
- Champion a culture of innovation, adaptability, and continuous improvement in how field roles are designed and deployed.

### Essential Requirements:

- Bachelor's degree required from 4-year college or university.
- 8+ years' experience in field force strategy, role design, or organizational effectiveness, within pharmaceutical, biotech, healthcare, or similarly structured industries with large, geographically dispersed teams. We also welcome candidates from other complex environments such as medical devices, diagnostics, life sciences services, insurance, consumer health, or B2B sectors.
- Demonstrated experience designing and evolving role architectures within large, complex, matrixed organizations.
- Deep understanding of field deployment models, account team structures, and cross-functional engagement in dynamic environments.
- Proven ability to partner effectively with People & Organization (P&O), field leadership, and capability teams to drive role transformation and alignment.
- Strong strategic, analytical, and facilitation skills, with the ability to translate complexity into clear, actionable frameworks.
- Exceptional written and verbal communication skills, enabling clarity, alignment, and shared understanding across diverse stakeholders.
- Experience building scalable, data-informed models that balance insight, execution, and organizational agility.

### Desirable Requirements:

- Experience leading or contributing to transformation initiatives within commercial, field, consulting, or fast-growing healthcare or technology environments, including exposure to large-scale change programs.
- Familiarity with modern commercial ecosystems – such as digital engagement platforms, CRM systems, emerging technologies, and/or sales, marketing, or customer-facing roles – that inform how organizations engage customers at scale.

Novartis Compensation Summary:

The salary for this position is expected to range between \$185,500 and \$344,500 per year.

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors.

Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards.

US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

**Role Requirements**

**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:** Learn about all the ways we’ll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Division

DIV\_IU

Business Unit

General Management

Location

LOC\_US

Site

Remote Position (USA)

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

LOC\_US

Functional Area

FCT\_SA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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