

Portfolio Account Specialist - Immunology, Perth

Job ID

REQ-10074321

Apr 19, 2026

LOC_AU

About the Role

Drive competitive sales growth

- Identify and prioritise high-potential customers and stakeholders (HCPs and influencers) using data and insights.
- Deliver strong sales performance through the orchestration of positive, customer-centric experiences.

Engage and build relationships

- Conduct value-based conversations (in-person and virtual) to understand customer challenges, decision drivers, pain points, and opportunities.
- Personalise and orchestrate engagement journeys using customer preferences, relevant content, and multiple channels.
- Build sustained, collaborative partnerships with HCPs on behalf of Novartis.
- Establish effective working relationships with key opinion leaders and medical influencers at territory level to improve the patient journey (right patient, right time).

Develop deep customer insights

- Gather insights into customer priorities and business needs.
- Translate customer feedback into actions that create additional value and exceed expectations.
- Use available data sources to create, prioritize, and adapt territory, account, and interaction plans.
- Share insights with internal stakeholders to inform content, campaigns, and engagement plans.

Deliver value to customers and patients

- Collaborate compliantly with cross-functional teams to design and implement solutions that address unmet customer and patient needs.
- Act as a trusted partner—listen to learn, deepen relationships, and create value-add solutions in a compliant and ethical manner.

Operate with integrity and compliance

- Demonstrate honesty, transparency, and respect in all interactions.
- Speak up and do the right thing when faced with ethical dilemmas, in line with the Novartis Code of Ethics and Values and Behaviours.
- Report technical complaints, adverse events, and special case scenarios within 24 hours of receipt.
- Manage distribution of marketing samples (where applicable).

About you (minimum requirements)

- Experience in healthcare/pharma sales or a related field.
- Established network with the target customer group (desirable).
- Specific product/therapy area knowledge (desirable). **1/2**

- Demonstrated growth mindset, strong external focus, and the ability to take smart, informed risks.
- Proven commitment to integrity and compliant ways of working.

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_IM

Business Unit

General Management

Location

LOC_AU

Site

Western Australia (WA)

Company / Legal Entity

AU04 (FCRS = AU004) AU Pharma Pty Ltd

Alternative Location 1

LOC_AU

Functional Area

FCT_SA

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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