

Associate Director, Content Approval Operations

Job ID

REQ-10079741

Jun 22, 2026

LOC_US

About the Role

Key Responsibilities:

Claims & Reference Operations Governance:

- Partner with Core Claims and Medical teams to ensure compliant creation, governance, and maintenance of claims and reference content aligned to approved standards
- Oversee end-to-end progression of claims through the Material Approval Process (MAP), ensuring quality, traceability, and metadata accuracy
- Drive intake discipline, workload prioritization, and forecasting aligned to brand demand and enterprise priorities
- Ensure claims libraries and approved reference repositories remain current, auditable, and enabled for reuse

Material Approval Process (MAP) Execution & Optimization:

- Support execution of MAP workflows across brands and functions, ensuring submission readiness, routing accuracy, and review efficiency while monitoring operational performance (throughput, cycle time, quality) and proactively address risks, bottlenecks, and rework drivers
- Partner with the Director to implement process improvements, including AI-assisted capabilities and automation, to enhance compliance and efficiency

People Leadership and Matrix Team Oversight:

- Provide day-to-day functional oversight, prioritization, and coverage planning across Core Claims, References Operations, and Material Approval Enablement teams, including leading, coaching, and developing the teams and serving as a first-line escalation point for people, delivery, and operational challenges
- Serve as a first-line escalation point for operational, delivery, and team-related challenges, reinforcing governance and standardized ways of working.
- Lead or co-lead targeted improvement initiatives that enhance predictability, quality, and user experience

Cross-Functional Partnership:

- Act as a trusted partner across Medical, Legal, Regulatory (MLR), Marketing, Agencies, and Operations, communicating status, risks, and recommendations clearly and proactively

Essential Requirements:

- Bachelor's degree required in Business, Marketing, Communications, Information Management, or related discipline; advanced degree preferred
- 5+ years of experience in pharmaceutical marketing operations or pharmaceutical content approval with strong understanding of FDA promotional regulations and MAP/MLR review processes
- At least one year of people leadership of direct reports or team lead experience
- Experience with content approval and DAM platforms (e.g., Veeva, Aprimo)
- Proven ability to work with operational metrics, dashboards, and performance data
- Strong stakeholder management and cross-functional collaboration skills
- Ability to translate strategy into disciplined execution in complex, regulated environments
- Foundational AI literacy with the ability to apply critical thinking and compliance judgment

Novartis Compensation Summary:

The salary for this position is expected to range between \$152,600 and \$283,400 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.

Desirable Requirements:

- Experience integrating AI or automation into operational workflows

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

Marketing

Location

LOC_US

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

FCT_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

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