NOVARTIS

Associate Director, Cell Therapy Operations Northeast

Job ID
REQ-10089575
Oct 09, 2026
LOC_US

About the Role

Major Accountabilities

- Execute onboarding, training, qualification, and operational readiness activities for CAR-T treatment centers to support successful site activation and patient treatment.
- Serve as the field-based operational lead for assigned treatment centers, supporting ordering, logistics, apheresis collection, product receipt, and treatment workflows.
- Deliver high-quality operational support to treatment centers, care teams, and internal stakeholders to ensure consistent execution of CAR-T processes.
- Resolve complex operational challenges related to ordering, logistics, apheresis collection, product handling, and site readiness.
- Ensure compliance with operational, regulatory, quality, and procedural requirements, supporting ongoing inspection and audit readiness.
- Lead site readiness, operational continuity, and refresher training initiatives to maintain consistent performance and adherence to Novartis standards.
- Partner cross-functionally with Patient Support, Strategic Account Managers, Quality, Manufacturing, Clinical Operations, Medical Affairs, and other stakeholders to align strategy, improve processes, and drive successful patient outcomes.
- Identify operational risks, implement process improvements, manage escalations, and drive continuous improvement initiatives across assigned treatment centers.

Essential Requirements

Education: Bachelor’s degree in science, healthcare, nursing, business, or a related discipline.

- Minimum 7 years of healthcare, pharmaceutical, biotechnology, specialty operations, or related industry experience.
- Experience supporting complex healthcare systems, treatment centers, academic medical centers, or multi-site institutions.
- Demonstrated experience in cell therapy operations, specialty therapy operations, or other highly regulated healthcare environments.
- Proven experience training, onboarding, educating, or supporting external healthcare stakeholders.
- Ability to effectively operate within matrixed, cross-functional organizations and influence stakeholders without direct

authority.

- Strong project management, problem-solving, and operational execution skills with the ability to manage multiple priorities simultaneously.
- Excellent communication, presentation, and relationship-management skills with internal and external stakeholders.

Candidate must reside within territory, or within a reasonable daily commuting distance of 60 miles from the territory border. Ability to travel 60-80% over a broad geography is required, with the ability to drive and/or fly within the territory. Must have a valid driver's license.

Peferred Qualifications

- Direct experience supporting CAR-T, cell therapy, apheresis, blood or tissue collection, cryopreservation, transplant, or related specialty operations.
- Experience working within GxP-regulated pharmaceutical, biotechnology, manufacturing, cell processing, hospital, or specialty healthcare environments.

Novartis Compensation Summary:

The salary for this position is expected to range between $138,600 and $257,400 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.

Role Requirements

Division
DIV_IU
Business Unit
Marketing
Location
LOC_US
Site
Field Non-Sales (USA)
Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation
Functional Area
FCT_RD
Job Type
Full time

Employment Type
Regular
Shift Work
No
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