NOVARTIS

Account Manager, Neuroscience

Job ID
REQ-10090810
Oct 28, 2026
LOC_AU

About the Role

- Identify and prioritise opportunities within accounts using insights from the patient journey, customer needs, referral pathways and health-system dynamics.
- Develop and execute strategic account plans for priority neuromuscular centres and institutions.
- Build a strong understanding of local referral networks, multidisciplinary care models, stakeholder relationships and account-level barriers.
- Deliver high-quality, compliant engagement across face-to-face and digital channels, tailored to specialist customers and account needs.
- Build trust with healthcare professionals and support appropriate adoption of Novartis therapies within approved scope and materials.
- Collect, interpret and share field insights relating to diagnosis, patient identification, referral patterns, treatment pathways, account needs, market dynamics and competitor activity.
- Work closely with Value & Access and Execution Excellence to identify barriers to diagnosis, referral, access, treatment initiation and continuity of care.
- Partner cross-functionally with Field Force, Medical, Marketing, Value & Access and other teams t align priorities and coordinate activity across complex accounts.
- Map and maintain a current understanding of regional diagnostic, referral, treatment and shared-care networks.
- Maintain strong disease area knowledge, including the evolving treatment landscape and operational realities of specialist neuromuscular care.
- Ensure accurate and timely CRM documentation and completion of all administrative requirements.
- Operate in full compliance with Novartis policies, industry codes and local regulations.

What you'll bring

- Proven experience in pharmaceutical, biotech or healthcare sales, ideally within a specialised or complex therapy area.
- Strong account management capability, with experience developing and executing insight-led account plans.
- Ability to understand complex patient journeys, referral pathways and multidisciplinary care environments.
- Strong stakeholder engagement skills, including the ability to build trusted relationships with specialist healthcare professionals and account stakeholders.
- Commercial acumen, with a track record of delivering results against agreed objectives.
- Strong collaboration skills and the ability to work effectively with cross-functional teams.
- High learning agility and curiosity, with the ability to quickly build knowledge in a specialised disease area.
- Strong planning, prioritisation and execution discipline.
- Commitment to ethical, compliant and patient-centred ways of working.
- Experience in neuroscience, rare disease, specialty medicine or hospital-based environments would be highly regarded.

Why Novartis?

At Novartis, we are reimagining medicine to improve and extend people's lives. In this role, you will have the opportunity to contribute to a highly specialised area of care, partner with expert teams and help shape how we support healthcare professionals and patients in the SMA community.

If you are a commercially driven, collaborative and purpose-led professional who thrives in complex specialist environments,

we would love to hear from you.

Role Requirements

Division
DIV_IM
Business Unit
General Management
Location
LOC_AU
Site
New South Wales (NSW)
Company / Legal Entity
AU04 (FCRS = AU004) Novartis Pharmaceuticals Australia 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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