NOVARTIS

Associate Director, Content Workflow Strategy & Delivery

Job ID
REQ-10091613
Nov 11, 2026
LOC_US

About the Role

Key responsibilities:

- Drive the workflow automation roadmap: Define, in collaboration with leaders, a future-forward vision and prioritized roadmap for content supply chain capabilities (process, governance, data, and technology) that improve speed, quality, and compliance across the US community. Manage cyclical optimizations, release milestones, and reportable outcomes.
- Design and execute end-to-end operations: Process engineer, deploy, and continuously improve integrated content supply chain process & frameworks that are structured, user-centric, and audit-ready. Ensure consistent application of operating model through standardized ways of working, frameworks, and methodologies.
- Build new enablement capabilities (Automation/AI): Identify, test, optimize, and scale automation and AI-enabled solutions that reduce manual effort, strengthen compliance, and improve the user experience, while retaining human oversight.
- Translate business problems into product-ready requirements: Partner with cross-functional SMEs, Marketing Technology, and external vendors to convert needs into clear problem statements, process flows, testing plans, and measurable outcomes in alignment with Novartis' agile ways of working.
- Embed compliance-by-design: Ensure process and platform enhancements meet internal and external standards with controls and documentation designed for auditability and sustained adherence.
- Deeply understand the customer: Collect and leverage operational data, customer feedback, and issue patterns to diagnose root causes, prioritize improvements, and drive strategic decisions.
- Measure value and performance: Define, track, and analyze critical KPIs (e.g., cycle time, rework, right-first-time, throughput, compliance, adoption) to evaluate and communicate performance, considerations, and investment cases to both leadership and stakeholders.

Essential Requirements:

- BA/BS degree in a related field (e.g., Marketing, Operations, Industrial Engineering, Business Administration, Information Systems).
- 5+ years of experience in Marketing Operations/Content Operations, including knowledge of content approval processes (PRC, MLR, MAP) and content lifecycle practices
- Strong understanding of regulated content, claims, and metadata strategy
- Strong analytical and systems-thinking, able to articulate upstream/downstream impacts, quantify opportunity, and drive data-informed decisions, using working knowledge of integrated MarTech ecosystems (e.g., Aprimo, Veeva, Salesforce, Adobe Experience Cloud, Workfront) and demonstrated ability to translate platform capabilities (including automation and AI) into scalable process improvements
- Excellent written and verbal communication skills; able to translate complexity into clear process, requirements, documentation, and executive-ready narratives
- Proven ability to manage a portfolio of work (roadmap, enhancements, experimentation, and continuous improvement) with strong prioritization, attention to detail, and a track record of delivering measurable improvements under tight timelines
- Demonstrated ability to influence and align cross-functional stakeholders from brand teams to legal/regulatory to technology to deliver outcomes in a matrixed environment
- Comfort operating in ambiguity and change; able to build new capabilities from concept through adoption, and to adapt

quickly as business priorities and technology evolve

Desirable Requirements:

- Agile Scrum Master or Product Owner Certification
- Six Sigma Green or Black Belt Certified

Novartis Compensation Summary:

The salary for this position is expected to range between $145,600 and $270,400 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
Remote
Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation
Alternative Location 1
LOC_US
Functional Area
FCT_MM
Job Type
Full time
Employment Type
Regular
Shift Work
No
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