

Director, Patient Services

Job ID
REQ-10072370

3月 09, 2026

Spain

摘要

#LI-Hybrid

The Director, Patient Services owns the end-to-end strategy, governance, and operational delivery of patient support services that enable patients to start and remain on therapy. Operating in alignment with Therapeutic area (TA) / Brand strategy and objectives. This role ensures patient services are compliant, tailored to local patient needs, performance-driven, and operationally excellent.

The position is reporting to the Head Patient Experience and Activation.

About the Role

Key Responsibilities:

Patient Services Governance & Compliance

- Owns Patient Services strategy aligned to TA/Brand objectives and patient needs, with accountability for service portfolio governance and lifecycle management.
- Ensures all patient services operate in full alignment with compliance, regulatory, medical, and quality standards.

Operational Excellence & Program Delivery

- Drives end-to-end execution of Patient Services programs, ensuring operational readiness, consistency, and reliability across markets and vendors while proactively identifying and mitigating operational and delivery risks.

Performance Management

- Responsible for Patient Services performance management, defining and tracking KPIs including time to treatment initiation, adherence and persistence, as well as service utilization and drop-off.
- Translates performance insights into targeted service optimization and continuous improvement to strengthen patient impact.

Systems & Stakeholder Collaboration

- Acts as the primary liaison with ONE Patient Support Program (PSP) CRM and other patient solutions to ensure seamless service integration, data quality, and operational effectiveness.
- Partners closely with TA, Data Analytics and Platforms, Patient Experience & Activation, ERC, Medical and Access to drive aligned execution.

Essential Requirements:

- 10+ years of experience in Patient Services, Patient Support Programs, Medical Operations, or related roles within pharmaceutical, biotech, or specialty care environments
- Demonstrated experience designing, governing, and delivering patient service programs aligned to TA/Brand strategies
- Strong knowledge of regulatory, compliance, medical, and quality requirements impacting patient services tools and PSPs.
- Proven experience managing service performance through KPIs
- Experience leading cross-functional collaboration in matrixed organizations
- Strong operational leadership skills, including vendor management and oversight of external service partners
- Proficient English, both written and spoken.

Desirable Requirements:

- Demonstrated leadership of complex Patient Services or PSP transformations, including launching or redesigning programs across markets while maintaining high performance,

quality, and patient impact

- Proven ability to lead in highly regulated environments, with hands-on experience navigating compliance, medical, and quality governance while driving operational excellence and measurable outcomes.

Commitment to Diversity and Inclusion:

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

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 \(PDF 30 MB\)](#)

部门
International

Business Unit
Marketing

地点
Spain

站点
Barcelona Gran V í a

Company / Legal Entity
ES06 (FCRS = ES006) Novartis Farmac é utica, S.A.

Alternative Location 1
London (The Westworks), United Kingdom

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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function adjustKalturaPlayer() { var deviceWidth = window.innerWidth ||
document.documentElement.clientWidth || document.body.clientWidth; var mediaElement =
document.getElementById("kalturaplayer69c50bd99dcc4449626868"); var mediaContainer =
mediaElement.closest('.nc-kaltura-media'); var originalWidth = "1200px"; var originalHeight = "674px";
var originalWidthValue = parseFloat(originalWidth); var originalHeightValue =
parseFloat(originalHeight); var mediaType = "video"; var isResponsive = false; // Get computed styles
of the container element. var parentStyles = window.getComputedStyle(mediaContainer); var
finalWidth = parseFloat(parentStyles.width); if (finalWidth < 1000) { var config = { targetId:
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"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false,
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disable: true }, "playkit-js-transcript":{ position: "right", // Default: bottom; ( ' left ', ' right', ' top ', 'bottom' ) to
enable transcript. expandMode: "over", // Default: alongside; ( ' alongside', ' hidden ', 'over' )
expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable:
true } }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false },
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] } }; config.plugins.preventSeek = { preventSeekForward:
false, preventSeek: false }; config.plugins.floating = { disable: true }; config.plugins.navigation = {
position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; config.plugins['playkit-
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config.plugins['playkit-js-info'] = { disable: true }; config.plugins.share = { disable: true };
config.ui.uiComponents = []; config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } } };
```

```
try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other media. kalturaPlayer.loadMedia({entryId: "1dgfvmafo"}); setTimeout(() => { setupAutoPause(kalturaPlayerVideos); }, 500); function setupAutoPause(players) { players.forEach((currentPlayer) => { currentPlayer.addEventListener('play', () => { players.forEach((otherPlayer) => { if (otherPlayer !== currentPlayer && typeof otherPlayer.pause === 'function') { otherPlayer.pause(); } })); }); }); } catch (e) { console.error(e.message) }
```



VIDEO

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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