NOVARTIS

Account Manager

Job ID
REQ-10090810

十月 28, 2026

Australia

摘要

This is an exciting opportunity to join Novartis in a highly specialised Account Manager role supporting our work in Spinal Muscular Atrophy, SMA, within the Neuroscience portfolio.

The SMA environment is complex and highly specialised, with challenges across patient identification, timely diagnosis, referral pathways, multidisciplinary care, treatment consideration and access. As Account Manager, you will play a key role in helping shape how we engage with specialist healthcare professionals and priority neuromuscular accounts across your territory.

You will be responsible for driving high-quality, compliant customer engagement and demand generation with prescribing healthcare professionals and relevant account stakeholders. Working closely with Value & Access, Medical, Marketing, Execution Excellence and other cross-functional partners, you will build a deep understanding of the local patient journey, account ecosystem and referral networks to support coordinated, insight-led account execution.

This role offers the opportunity to make a meaningful impact in a complex, evolving therapeutic area while operating in full alignment with Novartis values, ethics and compliance standards.

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.

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
General Management

地点
Australia

站点
New South Wales (NSW)

Company / Legal Entity
AU04 (FCRS = AU004) Novartis Pharmaceuticals Australia Pty Ltd

Alternative Location 1
Victoria (VIC), Australia

Functional Area

Sales

Job Type
Full time

Employment Type
Regular (Sales)

Shift Work
No

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Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to capture the player directly. thumbEmbedPromise .then(function(player) { window.kalturaPlayerVideos.push(player); // Notify kaltura<u>d</u>atalayer.js that a new player is ready so it can // attach custom event listeners immediately, regardless of when // the user clicked the thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', { detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) { console.error(e.message) }

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