NOVARTIS

Portfolio Account Specialist, Immunology - NSW South

Job ID
REQ-10091064

十月 29, 2026

Australia

摘要

Are you driven by making a meaningful impact for customers, patients, and the healthcare system? Do you bring a growth mindset, strong account management capability, and the confidence to take smart, considered risks in a complex hospital and specialist environment?

We are looking for a Portfolio Account Specialist to join our existing high-performing Immunology team, promoting our foundational immunology therapy and working closely with dermatologists across NSW South.
This is an exciting opportunity for someone with strong external experience in the hospital ecosystem, deep customer engagement skills, and a passion for building trusted relationships across specialist care.
As a Portfolio Account Specialist, you will be a leading driver of customer interactions and sales performance. You will represent our customer experience approach, building deep, insight-led relationships that deliver value for healthcare professionals, customers, and patients.
You will use data, customer insights, and strong account planning to identify opportunities, prioritise high-potential customers, and orchestrate meaningful engagements across multiple channels.
Working closely with cross-functional teams, you will help design and deliver solutions that address customer needs and support the patient journey.

About the Role

- Drive competitive sales growth across your territory, with a focus on NSW South.
- Identify and prioritise high-potential healthcare professionals and stakeholders who influence treatment decisions.
- Build and maintain strong relationships with dermatologists, opinion leaders, and key stakeholders within the hospital and specialist ecosystem.
- Engage customers through value-based conversations, both in person and virtually, to understand their challenges, priorities, pain points, and opportunities.
- Develop tailored customer engagement plans that reflect customer preferences and leverage available content and channels.
- Create memorable, customer-centric experiences by listening deeply and understanding the healthcare environment in which customers operate.
- Partner with healthcare professionals to support sustained, ethical, and compliant collaboration over time.
- Gather and apply deep customer insights to inform territory, account, and customer interaction plans.
- Share customer insights with internal stakeholders to support relevant product, indication, campaign, and engagement planning.
- Collaborate compliantly with cross-functional teams to develop solutions that address unmet customer and patient needs.
- Act as a trusted partner to customers, bringing integrity, transparency, and a value-add mindset to every interaction.
- Uphold the highest standards of professional ethics, compliance, and company values.
- Report technical complaints, adverse events, and special case scenarios related to company products within required timeframes.
- Support distribution of marketing samples where applicable and compliant.

What we ' re looking for

We are seeking someone who is commercially sharp, externally focused, and motivated by impact. You will be confident operating in a complex healthcare environment and skilled at building trusted relationships with specialist customers.

You will bring:

- Experience in healthcare, pharmaceutical, biotechnology, or a related commercial environment.
- Strong account management experience, ideally within hospital, specialist, or dermatology settings.
- Established relationships within the target customer group, desirable but not essential.
- Experience working across complex healthcare ecosystems with multiple stakeholders.
- Strong commercial acumen and the ability to translate insights into action.
- A growth mindset and willingness to take smart, considered risks.
- Excellent communication, influencing, and negotiation skills.
- Strong customer insight generation and account planning capability.
- Ability to work collaboratively with cross-functional teams.

- High standards of compliance, ethics, and professional integrity.
- Product or immunology experience, desirable but not essential.

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
Sales

地点
Australia

站点
New South Wales (NSW)

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

Alternative Location 1
Australian Capital Territory (ACT), Australia

Functional Area
Sales

Job Type
Full time

Employment Type
Regular

Shift Work
No

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId: "kalturaplayer6ae3e29898b43720190636", provider: { widgetId: "10m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop: false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [{ presets: ['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get: kPlayer.ui.components.Remove }] } }; // Check and add plugins only if they exist if (kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if (kPlayer.plugins["transcript"]) { config.plugins["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 }; } if (kPlayer.plugins["preventSeek"]) { config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; } config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if (kPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; } if (kPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if (kPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if (kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if (kPlayer.plugins["googleAnalytics"]) { 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 } }; }

// Ensure the global player registry array always exists, regardless of embed type. window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise = thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() returns a 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 kalturadatalayer.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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