

Portfolio Account Specialist, VIC West - Oncology

Job ID

REQ-10072607

Mar 25, 2026

LOC_AU

About the Role

As a Portfolio Account Specialist, you will be a leading driver of our customer interactions and sales performance. You will:

- Personalise and orchestrate customer engagement journeys for target HCPs, reflecting their preferences and using multiple channels and tailored content.
- Build strong, sustained partnerships with HCPs to support Novartis' Breast Cancer portfolio and Solid Tumour strategy.
- Deliver memorable, customer-centric experiences that go beyond clinical differentiation by understanding their needs and local healthcare environment.
- Use available data sources to create and dynamically adapt territory, account and customer interaction plans.
- Share customer insights with internal stakeholders to shape product- and indication-related content, campaigns and interaction plans.
- Work compliantly with cross-functional teams to design and implement solutions that address unmet customer and patient needs.
- Act with integrity, honesty and transparency with customers and colleagues at all times.
- Live the Novartis Code of Ethics and our Values and Behaviours, speaking up when things don't seem right.
- Ensure timely reporting (within 24 hours) of any technical complaints, adverse events or special case scenarios related to Novartis products.
- Support compliant distribution of marketing samples (where applicable).

What you will bring to the role:

- Strong track record in healthcare/pharma sales (ideally oncology), with an established network of relevant HCPs and stakeholders.
- Specific product knowledge in oncology and/or breast cancer, with solid understanding of the broader healthcare sector and evolving treatment landscapes.
- Proven account management and selling skills with a highly customer-centric mindset and strong commercial excellence focus.
- Ability to gather and leverage customer insights and data to inform decisions, territory planning and multichannel engagement strategies.
- Excellent communication, influencing and negotiation skills, with confidence in conflict management and constructive challenge.
- Demonstrated commitment to compliance and ethics, effective cross-functional collaboration, and strong technical skills to use digital tools and multichannel platforms.

Why consider this role?

- Impactful work – help transform the lives of people living with breast cancer and other solid tumours.
- High-energy, supportive team – work with colleagues who are collaborative, ambitious and united by a strong purpose.
- Ethical, patient-focused environment – be part of an organisation guided by a clear Code of Ethics and strong values.

Role Requirements

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 \(PDF 30 MB\)](#)

Division

DIV_IM

Business Unit

General Management

Location

LOC_AU

Site

Victoria (VIC)

Company / Legal Entity

AU04 (FCRS = AU004) AU Pharma Pty Ltd

Functional Area

FCT_SA

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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