

Director, US Business Communications

Job ID

REQ-10075166

Apr 13, 2026

LOC_US

About the Role

Key Responsibilities:

- Drive clear, consistent, and compelling communications about the US business, raising awareness and understanding of the priorities, performance milestones, and strategic direction. Lead communications support for priority external engagements, including media interviews and speaking opportunities, ensuring consistency with core narratives and reputation objectives. Additionally, deliver end-to-end stakeholder communications for ad-hoc priority Business Communications initiatives.
- Shape and deploy the US President's voice as a primary vehicle for US business positioning, providing senior counsel on messaging that advances strategic priorities and strengthens reputation with key external audiences. Own the President's LinkedIn strategy end-to-end as a key external channel, setting content strategy, narrative direction, and governance to grow influence and deliver measurable impact.
- Define and execute the external US AI narrative, including positioning, storytelling, announcements, and thought leadership, strategically leveraging the Chief Insights and Decision Science Officer and other leader voices to reinforce Novartis' AI ambition.
- Model and encourage the responsible adoption of AI-enabled tools to strengthen communications excellence, efficiency, and strategic insight.
- Leverage AEO/GEO AI strategies to ensure US Business themes are accurately represented across AI-powered search and answer engines, including optimizing content for discoverability, accuracy, and authority across earned and owned comms strategies.
- Monitor industry trends, news, and emerging issues to proactively identify opportunities for executive engagement and strategic messaging.
- Foster strong partnerships with key US stakeholders and colleagues across Communications and Corporate Affairs.
- Evaluate performance and outcomes to ensure best-in-class execution, fully aligned with regulatory and corporate standards. Leverage analytics and insights to inform strategy, measure impact, and optimize ROI and budget management.

Essential Requirements:

- BA/BS required, advanced degree a plus
- 15+ years of experience in executive communications or related discipline, with a healthcare and/or pharmaceutical background; Background in tech/AI space is a plus
- External communications strategy and implementation with media relations background
- Demonstrated ability to build trusting relationships with and provide strategic counsel to top company leadership team executives
- Supported and raised visibility of key company executives through visibility strategies, including social media
- Development and implementation of integrated communications plans and projects against business objectives and priorities
- Influencing at a high senior level and navigating complexity

Key Performance Indicators

- Utilization of OGSM framework planning approach with measurable results and assessment
- Grow influence and thought leadership across channels for key US leaders

- Positive feedback from executives around strategic nature and quality of support
- Strong collaboration with internal stakeholders leading to high impact
- Efficient management of resources (agency, content development)

Benefits & Rewards

The salary for this position is expected to range between \$152,600 and \$283,400 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.

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>

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Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Role Requirements

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Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Division

DIV_CE

Business Unit

Corporate & Division Services

Location

LOC_US

Site

East Hanover

Company / Legal Entity

U061 (FCRS = US002) Novartis Services, Inc.

Functional Area

FCT_CA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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