

Associate Director, Marketing Operations Learning Delivery

Job ID

REQ-10078325

May 28, 2026

LOC_US

About the Role

Key Responsibilities:

- Lead the learning delivery strategy for priority U.S. Marketing initiatives, ensuring programs effectively support strategic marketing objectives, evolving operating models, and transformation initiatives.
- Incorporate knowledge of the pharmaceutical industry, marketing operations and technologies, and regulatory requirements into the design of learning solutions, ensuring content and delivery approaches reflect how Novartis marketing teams plan, create, route, approve, activate, and optimize work in practice.
- Build scalable internal capability within the Marketing Operations Training & Change Management team, reducing dependence on external consultants by establishing repeatable methodologies, internal expertise, and durable operating models for learning delivery.
- Indirectly lead and develop a team of Learning Delivery Managers responsible for building, delivering, and optimizing learning programs that support content supply chain, marketing operations, and broader U.S. Marketing initiatives from mobilization through sustained adoption
- Partner closely with marketing and commercial stakeholders, subject matter experts, and globally distributed teams to ensure learning experiences translate marketing strategies, workflows, process changes, and technology enhancements into relevant, role-based learning experiences
- Develop and maintain a standard learning methodology and set of standards, ensuring alignment with organizational objectives and best practices in adult learning for the Marketing Operations Training & Change Management team
- Integrate new learning practices and operational improvements into U.S. Marketing ways of working, ensuring resources, processes, and tools evolve alongside changing business needs, technology capabilities, and regulatory expectations.
- Develop and execute consistent learning strategies, tailoring messages and leveraging feedback to adapt approaches and sustain momentum for change initiatives.
- Articulate the value and business impact of learning initiatives through clear messaging, stakeholder engagement, and compelling narratives that resonate with marketing audiences and reinforce why change matters.
- Lead the development of high-quality, relevant, and impactful learning materials, overseeing content initiatives from conception to delivery. Continuously seek feedback and optimize learning programs and experiences, leading high-priority U.S. Marketing initiatives and documenting processes to support ongoing organizational objectives.

Essential Requirements:

- Bachelor's degree in Business Administration, Marketing, Organizational Development or a related field.
- Significant experience in the pharmaceutical and/or life sciences industries, as well as in marketing or commercial function.
- Minimum of 5 years of experience in learning design and delivery, change management or a related role.
- Proven track record of successfully leading and managing learning initiatives in a complex environment.
- Strong understanding of change management principles, methodologies, and tools, with ability to connect strategy to execution to deliver measurable impact.
- Excellent communication and interpersonal skills, with the ability to build strong relationships with stakeholders at all levels and present clear ideas to large audiences.
- Strong analytical and problem-solving skills.
- Ability to work independently and manage multiple priorities in a fast-paced environment.

Desirable Requirements:

- Experience in a leadership role within a large, matrixed, global organization.
- Proficiency in learning management systems and certification in change management (e.g., Prosci, CCMP) is a plus.

Novartis Compensation Summary:

The salary for this position is expected to range between \$145,600 and \$270,400 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.

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_IU

Business Unit

Marketing

Location

LOC_US

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

FCT_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

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