

# Portfolio Account Specialist - Immunology (QLD + WA)

Job ID

REQ-10079431

Jun 04, 2026

LOC\_AU

## About the Role

- Drive competitive sales growth across your territory, with a focus on Queensland and Western Australia.
- 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 join us?

You will join a high-performing, collaborative, and purpose-driven team with a strong commitment to customers, patients, and ethical business growth. This role offers the opportunity to make a real impact in immunology, working with leading dermatology customers across Queensland and Western Australia while contributing to a culture focused on performance, accountability, and innovation.

If you are an experienced healthcare sales professional who thrives in specialist environments, builds meaningful customer partnerships, and is motivated by improving the patient journey, we would love to hear from you.

## 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

Queensland (QLD)

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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