

ED, Workforce & User Experience

Job ID

REQ-10086184

Aug 21, 2026

LOC_US

About the Role

Key Responsibilities:

- Define and scale future-work design methodologies across enterprise transformation initiatives.
- Lead end-to-end experience design spanning workflows, services, technology, and associate interactions.
- Ensure responsible artificial intelligence, governance, and human accountability are embedded in future-state designs.
- Direct research, service blueprinting, journey mapping, prototyping, and usability validation activities.
- Translate future-work concepts into workforce, skills, capacity, and organizational implications.
- Partner across functions to align workforce strategies with adoption and implementation plans.
- Establish design governance frameworks, quality standards, and validation criteria from discovery through deployment.
- Champion accessibility, privacy, compliance, and responsible design across all transformation programs.
- Develop and mentor design leaders, user experience professionals, and external design partners.
- Build reusable design assets, frameworks, and systems that improve scalability, adoption, and user outcomes.

Essential Requirements:

- Education: Bachelor's degree in a related field required. Advanced degree preferred
- 12+ years of experience in service design, experience design, user experience, human-centered design, workforce transformation, organization design, digital product design, or enterprise transformation.
- Demonstrated experience leading the end-to-end redesign of complex workflows and experiences, including user research, journey mapping, service blueprints, workflow prototyping, usability validation, and translation into workforce and organization implications.
- Proven ability to integrate associate, customer/patient, business process, data, technology, and human/AI interaction perspectives into coherent and scalable future-work designs.
- Experience building and leading teams and managing external partners
- Executive-level communication, design facilitation, influence without authority, and the ability to use research and evidence to challenge assumptions and guide senior stakeholders through ambiguous transformation decisions.

Novartis Compensation Summary:

The salary for this position is expected to range between \$204,400 and \$379,600 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

Division

DIV_IU
Business Unit
General Management
Location
LOC_US
Site
East Hanover
Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation
Functional Area
FCT_IT
Job Type
Full time
Employment Type
Regular
Shift Work
No
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