

# Global Head – Learner Experience Enablement

Job ID  
REQ-10015206  
Sep 03, 2024  
Czech Republic

## Summary

Location: Prague, CZ

About the role:

This role is responsible for enabling the learning experience of our 80,000 Novartis employees by leveraging the latest learning technologies and tools that are seamlessly integrated into the Novartis technology and people experience ecosystem.

This is a strategic role that requires depth in learning and skills technology implementation and adoption, as well as the ability to integrate the latest developments in technologies (including GenAI) to rapidly transform the learning and upskilling experience for our Novartis people to keep pace and ultimately stay ahead of our competitors. This role also connects Design thinking principles to create unique learning experiences, putting the learner at the forefront of everything we do.

Given the fast evolving technology internal and external landscape, this role requires strong collaboration and change leadership across Novartis technology teams, People Technology Data and Insights (PTDI) team, as well as broader P&O function and key business unit representatives.

## About the Role

### Key Responsibilities:

- Lead the transformation of the learning and upskilling experience through adoption of leading edge technology (ie: GenAI for learning and skills transformation) to embed learning and upskilling 'in the flow of daily work' including change management with key stakeholders to ensure 'acceptance'
- Lead the implementation and adoption of innovations in learning and upskilling – including content authoring, translation, learning assessments, virtual coaching, AR/VR, adaptive learning (and other emerging tech and tools) to drive learning effectiveness
- Partner with Novartis technology teams, as well as PTDI to ensure our learning experience is seamlessly integrated with Novartis and people experience eco-system (ie: setting ambition of '0 clicks to learn')
- Deploy the required learning and upskilling to ensure our people adopt co-pilot and other GenAI tools in partnership with GenAI strategy office, comms and change teams where required
- Drive the learning and skills meta-data strategy and implementation together with PTDI to enable the learner and upskilling experience (ie: right content at the right time)
- Drive requirements for learning and skills data and analytics in partnership with PTDI to ensure that we have quality data sets for learning and skills insights reporting, impact measurement and key decision making

- Work closely with product management, PTDI, DDIT and stakeholders to ensure the creation of human-centric products that meet the needs of the learner
- Drive requirements for learning technology and associated infrastructure decisions as 'business' owner of learning technologies
- Lead, coach, develop the team of direct reports primarily based Novartis corporate centers, as well as the leadership of indirect teams
- Co-Lead the implementation of ongoing specific strategic review actions and continuous improvements to drive the transformation of the learning and upskilling experience for our people

### **Key performances indicators / measure of success**

- Learner satisfaction and engagement – including learner NPS
- Impact of learning experience design on learner engagement and knowledge retention
- Learner experience metrics - ease of navigation, content accessibility, and overall user experience of learning platforms, integration with other platforms in the people eco-system
- Learner experience personalization - extent to which learning experiences are tailored to the individual needs and preferences of learners
- Learning experience feedback on the quality, relevance, and effectiveness of the learning experience.
- Adoption and engagement rates to ensure maximum participation and completion.
- Learner experience accessibility to ensure that learning experiences are accessible to all employees, including those with disabilities or language barriers.

### **Minimum Requirements**

- Bachelor or Master University degree in organizational change and / or HR technologies is desired
- English
- Significant success from within innovative and fast-paced environments (startups, digital companies etc.), additionally from large global employers under-going significant business model and/or digital transformation
- Demonstrated experience in leading learning technology deployments with complex integrations with HR/people technology systems
- Demonstrated expertise in the innovation, development and application of Learning technology solutions in collaboration with internal colleagues and external vendors that delivered significant change and improvement for your employer's learning outcomes

### **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>

### **Commitment to Diversity & Inclusion:**

*We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.*

### **Accessibility and accommodation:**

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process.

**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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Division

People & Organization

Business Unit

CTS

Location

Czech Republic

Site

Prague

Company / Legal Entity

CZ02 (FCRS = CZ002) Novartis s.r.o

Alternative Location 1

Dublin (Novartis Corporate Center (NOCC)), Ireland

Functional Area

Human Resources

Job Type

Full time

Employment Type

Regular

Shift Work

No

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## Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to [di.cz@novartis.com](mailto:di.cz@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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