

# Capability Building Manager

Job ID

REQ-10022657

Sep 27, 2024

Italy

## Summary

Ha la responsabilità primaria della strategia di formazione alla vendita e delle attività di formazione alla vendita per rafforzare obiettivi e standard all'interno dei team esistenti e supportare l'implementazione di programmi, prodotti e strutture esistenti e nuovi. Garantire miglioramento continuo delle capacità di vendita e impatto delle chiamate con corsi di formazione sistematici valutando il livello di capacità/conoscenza del marchio tra i team vendita.~ Sviluppare un team di vendita efficace attraverso la formazione e il coaching o la gestione di programmi commerciali chiave

## About the Role

### Key responsibilities:

- Be responsible for designing and implementing the learning & capability building plans for the customer facing associates in line with internal and external future trends and role evolutions (ex Field Force, Medical, Field Value & Access..)
- Work with the TAs and Functions to define, develop and implement learning and capabilities journey for the responsible population, leveraging on internal resources and synergies with other functions within IBEEM and beyond and collaborate with external partners to explore market trends and evolution
- Continue to invest in scientific knowledge upskilling, working in collaboration with cross functional teams and exploring new ways of working and methodology
- Partner with the business and functions to provide a smooth onboarding for new hiring or internal moves for the customer facing roles, to continuously improve the process in terms of efficiency and standardization
- Create partnership with Global team and other Top countries to design and implement local strategies in order to deploy Global enterprise programs for responsible population at country level, as well as work in close collaboration with local P&O to strengthen people development
- Explore future external trends and learning methodologies that can upgrade existing learning programs; manage learning platform and training budget with high accuracy on KPI measurement

### Essential requirements:

- + 5 years experiences in learning and capability building role, preferably in commercial training in pharmaceutical or other industries
- Advanced stakeholder management at all levels within the organization, strong communications and negotiation skills, high results oriented and cross functional way of working
- Strong team player, passionate, creative and curious for new learning evolution
- Experience in change management and transformation
- Management of dashboards and KPI's, strong data and analytical skills, experience with AI

- Management of Learning Platforms (LMS) and tools
- University Degree , MBA is desirable
- Fluent in Italian and English

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Division

International

Business Unit

Innovative Medicines

Location

Italy

Site

Milano

Company / Legal Entity

IT08 (FCRS = IT008) Novartis Farma S.p.A.

Functional Area

Sales

Job Type

Full time

Employment Type

Regolare

Shift Work

No

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