

# Field Force Capability Building Manager

Job ID  
REQ-10033365  
Dec 10, 2024  
Czech Republic

## Summary

As a Field Force Capability Building Manager, you are responsible of the evaluation, conception, implementation and follow-up of necessary and targeted development measures in areas such as business skills & leadership for field employees, executives and teams of Novartis Pharma Czech Republic. You shall work intensively with the individual franchises and departments, optimally coordinate and connect with your colleagues in the P&O department and the cluster team in a cooperative manner. Your professional attitude shall include the deployment of training, coaching, consulting and facilitation with view of reaching the Associates' development goals.

## About the Role

### Key Responsibilities:

- Creates FF capability development framework
- Evaluates the necessary development needs and conception of targeted training, coaching, consulting and facilitation solutions, in close cooperation with the business managers and P&O department.
- Drives the preparation, implementation and follow-up of the annual FF training plan.
- Ensures Novartis in-field execution methodologies are being implemented and developed successfully for individuals and departments.
- Delivers the training/development sessions, according to the set training plan and within the allocated budget.
- Drives the implementation of the onboarding program of the Field Force Associates.
- Identifies, selects and collaborates with external vendors (e.g. training providers) for the training requiring additional support.
- Monitors and assesses the efficiency of training for goal achievement.
- Manages and controls training costs.
- Spends at least 50% of the time in the field, providing support with coaching activities and feedback, as well as in developing an action/improvement plan whenever needed.
- Brings external & internal best practices, adjusts the cluster & global development programs from the commercial & P&O areas with the greatest possible benefit for the respective franchise/department; (i.e. 6IBS, Coaching Tool implementation, STEM, selling villages etc.)
- Provide and activate examination methodologies regarding expected capabilities (tests, selling villages etc.)
- Proactive involvement in the cluster and regional training projects (P&O & commercial) and a substantiated roll-out in the local IM organization.
- Cooperates with the relevant internal stakeholders (TAHs-FLMs-ComEx-P&O) on view of a results-driven design of development initiatives for FF.

- Continuous development as a trainer, consultant, coach and facilitator (where training is available).

### General Responsibilities:

- Manage administrative responsibilities in a timely manner (customer relationship management tool, mandatory training curricula, expense reporting, etc.)
- Comply with the Global and local Quality Assurance and Safety Policies and Procedures: reporting and escalation of quality incidents /GxP / non-conformities, and adverse events in connection with Novartis products
- Promote and adhere to Ethics and Compliance Policies (Doing Business Ethically).
- Comply with the company's Internal Regulation and all the internal Policies and Procedures, including the rules on occupational health check-ups and the participation to and compliance with occupational safety and emergency training.
- Manage individual professional development
- On-time reporting of spontaneous adverse events (AE) reports and technical complaints for all Novartis products.

### Essential Requirements:

- Academic Education preferably in the field of sciences, business administration or psychology.
- Trainer and/or consultant/coach qualification at a renowned institute.
- Further qualification/licensing in the field of training delivery/facilitation
- Very good command of written and spoken Czech & English
- Experience: **Territory Sales Manager(Key Account Manager)** in pharmaceutical business, **Field Sales Manager, Capability Building, Coaching (certificates)**
- Driving license B

### Ideal Background

- Sound business experience, preferably in areas such as sales, capability building, coaching, marketing
- Sound practical experience in working with groups as a trainer, coach /consultant and/or moderator
- Expertise in the development work with managers & teams preferable
- Confident in the interaction with the senior management when clarifying the requirements and developing concepts
- Strategically oriented, goal-oriented working methods, with strong communication, cooperation and integration skills
- Professional in managing complex projects

### You'll receive:

- Company car
- Monthly pension contribution matching your contribution up to 3% of your gross monthly base salary
- Company Shares Program discount
- Risk Life Insurance (full cost covered by Novartis)
- 5-week holiday per year (1 week above the Labour Law requirement)
- MultiSport Card (costs covered by the company)
- 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report
- Cafeteria employee benefit program – choice of benefits from Benefit Plus or pensions for 17,500 CZK per year
- Meal vouchers for 105 CZK for each working day (full tax covered by the company)

**Join our Novartis Network:**

If this role is not suitable to your experience or career goals but you wish to stay connected to learn more about Novartis and our career opportunities, join the Novartis Network

here: <https://talentnetwork.novartis.com/network>

**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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<https://talentnetwork.novartis.com/network>

**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>

Division

International

Business Unit

Innovative Medicines

Location

Czech Republic

Site

Prague

Company / Legal Entity

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

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

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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