

## Capability Building Manager

Job ID  
REQ-10058604

7月 22, 2025

Jordan

### 摘要

Has primary responsibility for the sales training strategy and sales training activities to reinforce goals and standards within existing teams and support the implementation of existing and new programmes, products and structures. Ensure continuous improvement of sales capabilities and call impact through systematic trainings by assessing capability level/brand knowledge across the sales teams. Develop an effective sales team through training and coaching or management of key commercial programmes

### About the Role

Major accountabilities:

- Develop and implement training programs for entry level and experienced sales people including sales techniques, presentations, project and product applications information and roleplay.

- Provide materials and development support to sales teams for presentations at sales meetings.
- Design and deliver training to in areas as required to support Sales Plans -To construct, with training colleagues, the national core programmes, and strategic and operational plans.
- To manage the training budget.
- To analyse and actively respond to internal/external benchmarks and diagnostics; to respond actively to customer, employee and performance feedback -To communicate plans, evaluation and achievements to the Head of Sales Training, Senior Sales Management Team and Marketing Team.
- Work with relevant personnel and agencies, devise and develop the product launch training packages for the sales force.
- Implement successful learning programmes to equip representatives with tools to launch products to Novartis standards.
- To develop the content for learning publications and Business Unit magazines capturing the achievement and successes of teams.
- To develop and implement distance learning modules which encourages participation of sales teams using other learning platforms like e-learning, video conferencing and teleconference -Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable)

Key performance indicators:

- Improvement in sales capability nationally -Actual training vs training plan

Minimum Requirements:

Work Experience:

- Working experience within the pharmaceutical industry.

Skills:

- Business Partnering.
- CAD (Computer-Aided Design).
- Coaching.
- Customer Requirements.
- Customer Service.
- E-Learning.
- Field Sales.
- Relationship Building.
- Sales.
- Sales Trainings.
- Selling Skills.
- Training Programs.

Languages :

- English & Arabic

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部门  
People & Organization

Business Unit  
Innovative Medicines

地点  
Jordan

站点  
Jordan

Company / Legal Entity  
JOP0 (FCRS = CH024) NPHS RO Jordan

Functional Area  
Sales

Job Type  
Full time

Employment Type

Regular

Shift Work  
No

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