

Capability Building Manager

Job ID
REQ-10066320

11月 05, 2025

Canada

摘要

Location: Toronto, #LI-Hybrid

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

About the role:

We 're seeking a Capability Building Manager to design and scale programs that elevate skills, accelerate change, and reinforce a culture of continuous improvement. You will identify and prioritize capability needs that empower the Novartis commercial field force to maximize customer engagement impact.

You will orchestrate learning and development for field leaders and sales associates, advancing our digital enablement journey to help customers bring Novartis medicines to Canadian patients.

This role sits within the Business Excellence & Execution team and reports to the Lead, Capability Building - Commercial Excellence.

About the Role

Key responsibilities:

- Conduct needs assessments, define learning objectives, and translate them into blended curricula, toolkits, and enablement assets.
- Design and deliver workshops, microlearning, coaching programs, and performance support resources (in-person and virtual).
- Benchmark and track capabilities of NVS sales associates vs. competition.
- Partner with external agencies that specialize in customized training tailored to individual team needs.
- Liaise with International & regional colleagues on country agnostic training programs.
- Facilitate company wide workshops at leadership summits, cycle meetings and national sales meetings.
- Accelerate the digital enablement journey for our brand teams by championing our efforts behind the International Commercialization Excellence initiative.
- Using A.I, evolve the onboarding experience for new sales associates joining Novartis.

What you ' ll bring to the role:

Essential:

- University ungraduated degree or higher
- 3+ years in learning and development, enablement, or organizational change, with experience leading multi-site or national programs.
- 5+ years in Canadian pharmaceutical industry customer facing role (sales representative and sales leadership)
- Proven success designing learning programs and workshops for varied audiences (sales, specialist, manager, executive) and delivering in hybrid environments.
- Experience working cross-functionally in head office environment (medical, commercial & access)
- Desirable:
- Bilingual French and English

At Novartis Canada, we are determined to be a valued partner and advocate, with a deep understanding of patient needs along the entire care journey - from drug development, to diagnosis, to access and beyond. Part of the way we are doing this is by leveraging data, technology, and partnerships.

Research & Development: we focus on four core therapeutic areas: Cardiovascular, Renal & Metabolic, Immunology, Neuroscience and Oncology. We also develop and deliver treatments through other promoted and established brands, which today are helping millions of patients. Over the last three years, our average annual research and development investment in Canada was over \$30 million, and we conduct clinical trial research in every region throughout Canada.

Commitment to Diversity and Inclusion: Novartis is committed to building outstanding, inclusive work environment and diverse team ' s representatives of the patients and communities we serve.

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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部门

International

Business Unit

Universal Hierarchy Node

地点

Canada

站点

Toronto

Company / Legal Entity

CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.

Functional Area

Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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