

Director, Learning Innovation- Remote

Job ID
REQ-10069382

1月 29, 2026

USA

摘要

Location- Remote

This position can be based remotely anywhere in the U.S. (there may be some restrictions based on legal entity). Please note that this role would not provide relocation as a result. The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager.

This role, reporting to the Executive Director - Learning Strategy & Operations, is for the Director, Learning Innovation. You will be responsible for setting and maintaining leading edge practices for our learning asset and experience development and production, utilizing design thinking, while leveraging the latest in technology innovations to ensure optimal learner experience and effective upskilling.

Serve as thought-leader and hands-on expert in AI-driven learning design and innovation. This role ensures that the Skills & Capabilities Training Team stays at the forefront of educational technology, leveraging artificial intelligence, adaptive learning, and design thinking to accelerate field readiness, personalize learning at scale, and reduce time-to-impact. Positions the S&C Training Team as a pharma industry leader in AI-powered learning and capability development.

You will be coaching, developing and leading a highly skilled diverse team that will develop bespoke learning and upskilling experiences. You will also be influencing the Novartis learning ecosystem to implement innovative ways to learn and upskill for greater impact and engagement.

As part of the US Skills & Capabilities Team, you will have a significant role in building the skills and capabilities for our field organizations and bringing us closer to business objectives and ultimately our patients.

About the Role

Major Responsibilities:

- Lead the development of learning and upskilling experience that include all learning content development and asset production. These learning and upskilling experiences include 'global' and enterprise learning and upskilling solutions, as well as learning and skills solutions to support business unit specific priorities and strategy.
- Build an internal design center of excellence that supports field training needs.
- Develop best-practice frameworks and governance for AI-integrated content creation, ensuring compliance, consistency, and scalability across all training teams.
- Oversee transition from vendor-produced to in-house content creation, reducing costs and increasing consistency.
- Partner with key stakeholders across the S&C team to align content priorities with enterprise learning strategy.
- Manage vendor relationships during transition, ensuring delivery of legacy projects.
- Coordination of all AI tool selection and integration of enterprise-wide learning/data platforms
- Collaborate with DDT and Data & Analytics teams to ensure seamless integration of new tools within learning ecosystem
- Upskill the broader L&D team in AI literacy, digital content authoring, and learning data interpretation to future-proof internal capabilities.
- Incorporate the latest technological innovations and design thinking into every aspect of learning to enhance engagement, learning and impact.
- Learning asset management and learning curation (internal and external content) to ensure we have the right learning content and assets to deliver the learning and skills strategy.
- Learning solutions deployment support including publishing within our learning technology and people experience ecosystems, learner engagement and virtual classrooms and webinar production.
- Implement and maintain clear decision-making processes for learning content development and asset production

Role Expectations:

- Leads a skill development team of Associate Directors, ensuring all work is aligned to high impact curriculum and learning transfer processes.
- Acts as a key learning technology advocate in the department - both for learning asset

production well as for operational processes

- Identifies and advocates for important learning development tools, software, and platforms which aid the development of learning assets.
- Leads as a change agent, constantly seeking and defining novel ways to improve coordination, efficiency, and impact success of learning asset development.
- Collaborates across different regions/global functions to share/obtain best practices and industry-leading approaches to learning asset development.
- Build internal and/or external networks to enhance talent replacement processes for the Learning Innovation team.
- Build a best-in-class diverse Customer Experience team through talent acquisition, succession planning and development of associates.
- Create inclusive and patient-focused culture built on Novartis Values & Behaviors. Ensure full team alignment to and ownership of Code of Conduct and all Legal, Ethics and Compliance Policies.

Leadership & Functional Responsibilities:

- A strong leader who can serve as a role model for the organization; outstanding interpersonal skills; a track record in successfully fostering teamwork and developing team members; collaborative style.
- Proven ability to build alignment and influence.
- Ability to lead through change and ambiguity.
- Comfort with decisiveness and risk taking; has ability to manage through a crisis.
- Motivates and inspires others to do their best.
- High intellect: creativity, a willingness to think outside the box to create positive change.
- Emotional maturity: self-confidence, ability to manage effectively in the changing, complex organizational structure.
- Unquestionable ethics, values, and professional integrity.

Attributes for Success:

- Customer Centric - No matter what stakeholder or customer we're working with we put the patient first. We listen to their stories and walk in their shoes. We understand what they want from us. We are problem solvers; we anchor our work in customer insights, and we pivot to meet their needs.
- Experimenter - To be a self-adapting business, we can no longer take linear paths. Instead, we make dynamic plans and take iterative approaches. We go beyond the first set of ideas and bring in outside inspiration. We are vulnerable and have a safe environment to engage in trial and error. We have the confidence to learn from our mistakes and support others who do the same.
- Agile Learner - Change is how we thrive and to thrive we are willing to change ourselves. We know ourselves or ask for feedback to keep learning. We have a growth mindset and adapt to stay relevant. We are open about sharing our successes and failures to help others learn along the way.
- Co-Creator - In an agile organization, teams are no longer bound by job titles or organizational structure. Instead, we bring together the right people, those who have the right expertise or acumen, to create something new or solve problems for patients and customers. We innovate by collaborating. We integrate by collaborating. We deliver by collaborating.

- Enterprise Thinker - As we work in more agile and connected ways, it's important to understand the Novartis ecosystem and interdependencies. To do this, we understand the big picture, connect the dots, see where individual pieces fit into the value chain and think across, over, up and down. We think about tradeoffs and take an enterprise approach that can be scaled and adapted for the last mile.
- Decisive - To be agile, decision making needs to devolve. We trust and empower people to make smart decisions. We bring the right people to the table and step out when we're not needed. We have decisive conversations and are clear on who is going to make the decision. We minimize bureaucracy and move decisions to action.
- Accountable Contributor - The work we do on behalf of patients requires everyone to contribute. We need to know what we're accountable for, have clarity on the 'why' and the 'what' and own the outcome. At all levels, to have a passion for excellence, and drive results while our managers enable us and help us measure our impact.
- Deep Expert - Personal acumen underpins all of what we do for our patients and customers. We bring our deep domain expertise and specialized insights into innovative plans, internal and external conversations, and collaborative work. While we are not bound by our expertise, we know that it's important to continually replenish our expertise so we can contribute to our collective success.

Role Requirements:

- 7 years of experience leading the development of learning programs and assets in complex matrix organizations, or external agencies
- Significant, practical experience leveraging Artificial Intelligence-based tools, as well as other fast-emerging technologies, to design and develop learning programs
- Degree or formal certification in adult learning or instructional design
- Deep expertise in leveraging design standards to create operational and financial learning efficiencies
- Learning consulting experience is beneficial
- Experience in design thinking to innovate learning.
- Experience working with, and through, offshore-based teams
- Bachelor or Master University degree in organizational change, adult learning or related fields desired. Additional professional training and education are advantageous.

COVID-19 Vaccine Policy (customer-facing roles only): While Novartis does not require vaccination for COVID-19 or proof of a recent negative test result for COVID-19 at this time, employees working in customer-facing roles must adhere to and comply with customers' (such as hospitals, physician offices, etc.) credentialing guidelines, which may require vaccination. As required by applicable law, Novartis will consider requests for reasonable accommodation for those unable to be vaccinated. This requirement is subject to applicable state and local laws and may not be applicable to employees working in certain jurisdictions. Please send accommodation requests to Eh.occupationalhealth@novartis.com.

Novartis Compensation Summary:

The salary for this position is expected to range between \$185,500.00 and \$344,500.00 per year.

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors.

Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards.

US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status.

Accessibility & Reasonable Accommodations

The Novartis Group of Companies are committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please send an e-mail to us.reasonableaccommodations@novartis.com or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

部门
US

Business Unit
Sales

地点
USA

状态
Remote, US

站点
Remote Position (USA)

Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area
Sales

Job Type
Full time

Employment Type
Regular

Shift Work
No

```
function adjustKalturaPlayer() { var deviceWidth = window.innerWidth ||  
document.documentElement.clientWidth || document.body.clientWidth; var mediaElement =  
document.getElementById("kaltura_player_697bc4d6123e5440871288"); var mediaContainer =  
mediaElement.closest('.nc-kaltura-media'); var originalWidth = "1200px"; var originalHeight = "674px";  
var originalWidthValue = parseFloat(originalWidth); var originalHeightValue =  
parseFloat(originalHeight); var mediaType = "video"; var isResponsive = false; // Get computed styles
```

```
of the container element. var parentStyles = window.getComputedStyle(mediaContainer); var finalWidth = parseFloat(parentStyles.width); if (finalWidth < 0) var config = { targetId: "kalturaPlayer697bc4d6123e5440871288", provider: { widgetId: "10m7rm1pm", partnerId: "2076321", uiConfd: "55802022" }, playback: { autoplay: false, autopause: false, allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: { download: { disable: true }, "playkit-js-transcript": { position: "right", // Default: bottom; ( 'left' , 'right' , 'top' , 'bottom' ) to enable transcript. expandMode: "over", // Default: alongside; ( 'alongside' , 'hidden' , 'over' ) expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable: true } }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get: KalturaPlayer.ui.components.Remove } ] } }; config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; config.plugins.floating = { disable: true }; config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; config.plugins['playkit-js-hotspots'] = { disable: true }; config.plugins['playkit-js-moderation'] = { disable: true }; config.plugins['playkit-js-info'] = { disable: true }; config.plugins.share = { disable: true }; config.ui.uiComponents = []; config.plugins.googleTagManager = {}; config.plugins.googleTagManager.customEventsTracking = {}; config.plugins.googleTagManager.containerId = 'GTM-57RJQ5'; config.plugins.googleTagManager.customEventsTracking.custom = []; config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents: false, playlistEvents: false, castEvents: false } };
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try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other media. kalturaPlayer.loadMedia({entryId: "1dgfvmafo"}); setTimeout(() => { setupAutoPause(kalturaPlayerVideos); }, 500); function setupAutoPause(players) { players.forEach((currentPlayer) => { currentPlayer.addEventListener('play', () => { players.forEach((otherPlayer) => { if (otherPlayer !== currentPlayer && typeof otherPlayer.pause === 'function') { otherPlayer.pause(); } }); }); }); } catch (e) { console.error(e.message) }
```



VIDEO

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