

# Manager, Capability Lead

Job ID  
REQ-10015106  
Jul 11, 2024  
Philippines

## Résumé

Job Description Summary Location: Manila #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: Lead on developing and supporting the transformation of the organisation to be patient first and customer centric. Responsible for the continuous improvement and the building of future capabilities to create exceptional engagements leading to customer experience satisfaction and significant impact in line with strategic priorities. This role will report to Business Excellence and Execution Head.

## About the Role

### Coach and Lead Co-Created Development Plan (50%)

- Co-create and liase new customer engagement model with external and internal key stakeholders, test and get feedback and finalize for execution.
- Collaborate with Individuals and with their OPM,s to identify individual and team business related training needs and deploy interventions that integrate development and capability.
- Cultivate curiosity and a growth mindset by providing series of learning opportunities and self-actualization
- Acting as the organization's expert on learning and development; Optimize the inventory of learning resources; Manage the end-to-end learning and development lifecycle for leadership programs and initiatives.

### Strengthen Organization Capabilities (30%)

- Analyze current and future need and identify competency gaps in consultation with stakeholders and design/source appropriate solution; Develop strategic and implementation plan mid to long term to achieve the organization capabilities through agile culture shift and new ways of working.
- Continuously create a learning organization atmosphere with P&O. Support design and manage an integrated succession planning tool to enhance process; Develop and maintain change and communications plans for existing and new programs.

### Ensure Effective Monitoring and Evaluation (20%)

- Establish a clear training program and objectives and indicators to measure the success of the plan; Accountable for a comprehensive monitoring and evaluation plan with regular review and update to ensure that it is effective and efficient.

- Set appropriate feedback loop and tools to listen to the stakeholders on new engagement model; Provide professional reports on organizational capability profiles, gaps, benchmark findings, trends and the ability of an individual or team to meet needs.
- Own the calculation capability on customer facing associates' incentives tool.

## Essential Requirements:

- Bachelor's Degree in Behavioral Science or any related. MBA is an advantage
- Digital Knowledge is a must; Project Management and Sales and Marketing Management is an advantage
- > 10 years in management position of training or capability building or sales, marketing
- Willingness and ability to embrace change and to adapt new strategy; Experience consulting or leading agile transformation experiences
- Strong strategic and Analytical skills
- Entrepreneurial mindset. Strong leadership skills and experience in leading a cross functional team without direct authority in a fast paced, high demand environment
- In-depth understanding on agile ways of working, pharmaceutical marketplace including key dynamics, market environments
- Demonstrate track record of aligning learning strategies and programs to business strategy and able to realize measurable business impact

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