NOVARTIS

Manager, BSI Learning & Capability Excellence

Job ID
REQ-10091213
Nov 03, 2026
LOC_IN

About the Role

Role Purpose

Lead capability-building and knowledge management initiatives that strengthen organizational capabilities, accelerate skill development, and promote adoption of best practices across the Access Excellence organization.

Key Responsibilities

- Develop and continuously enhance capability frameworks that define critical skills, competency expectations, and development pathways across Access Excellence.
- Design and implement learning strategies that build functional, technical, and leadership capabilities aligned with organizational priorities.
- Lead the development, governance, and continuous improvement of Access Academy programs to support structured learning and professional development.
- Conduct capability and skill-gap assessments to identify development opportunities and inform targeted learning and upskilling plans.
- Establish and maintain best-practice repositories, methodologies, case studies, and reusable assets to enable consistency and organizational learning.
- Develop and manage playbooks, toolkits, and guidance materials that support standardized execution and adoption of Access Excellence practices.
- Drive knowledge-transfer initiatives, lessons-learned sessions, and communities of practice to facilitate sharing of expertise and institutional knowledge.
- Partner with stakeholders to identify capability needs and ensure effective deployment of learning and knowledge management initiatives.
- Monitor learning adoption, capability development, and program effectiveness through KPIs, feedback mechanisms, and reporting dashboards.

Essential Requirements:

- Delivery and adoption of capability frameworks across Access Excellence.
- Participation, completion, and effectiveness of Access Academy and learning programs.
- Completion of capability assessments and implementation of development plans.
- Utilization and impact of knowledge repositories, playbooks, and learning assets.
- Effectiveness of knowledge-sharing initiatives and communities of practice.
- Stakeholder satisfaction with capability-building and learning initiatives.
- Improvement in capability maturity, workforce readiness, and skill development outcomes.
- Timeliness and quality of learning, knowledge management, and reporting deliverables.
- Contribution to organizational effectiveness and continuous improvement initiatives.

Ideal Background

Education

- Master's degree in Life Sciences, Healthcare Management, Organizational Development, Learning & Development, or a related discipline.
- Professional certifications in Learning & Development, Change Management, Knowledge Management, Project

Management, or Organizational Effectiveness are desirable.

Languages

- Fluent in English (written and spoken).

Desirable Requirements:

- 7-10 years of experience in Capability Building, Learning & Development, Knowledge Management, Organizational Effectiveness, Business Operations, Market Access Operations, or related functions.
- Experience developing and implementing capability frameworks, competency models, or learning programs.
- Proven experience designing and managing training curricula, capability academies, or workforce development initiatives.
- Experience conducting capability assessments and translating insights into targeted development plans.
- Knowledge of knowledge management principles, best-practice sharing, and organizational learning methodologies.
- Experience developing playbooks, training materials, toolkits, and knowledge resources.
- Strong stakeholder management and collaboration skills across cross-functional teams.
- Strong project management, communication, and facilitation capabilities.
- Pharmaceutical, healthcare, consulting, or life sciences industry experience preferred.

Role Requirements

Division
DIV_IM
Business Unit
Marketing
Location
LOC_IN
Site
Hyderabad (Office)
Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited
Functional Area
FCT_MA
Job Type
Full time
Employment Type
Regular
Shift Work
No
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