

Field Capability Building Manager

Job ID

REQ-10075818

Apr 14, 2026

LOC_MX

About the Role

Major Accountabilities

Field Capability Training & Deployment

- Deploy and localize global field capability curricula (e.g. selling skills, customer engagement models, omnichannel execution, CRM excellence, Rep of the Future).
- Design and deliver training programs for sales representatives, first-line managers and field leadership, aligned with global standards and country priorities.
- Ensure training focuses on practical skill application, behavior change and execution excellence in the field.

Training Execution & Delivery

- Lead classroom, virtual and blended learning experiences for the field force.
- Support training execution for cycle meetings, launches and key commercial milestones.
- Partner with Field Leadership to reinforce learning through coaching tools, reinforcement plans and on-the-job application.

Capability Excellence & Governance

- Ensure all field training aligns with global capability frameworks, governance standards and compliance requirements.
- Measure training effectiveness through post-training adoption, skill lift and performance indicators.
- Share best practices and success stories across teams and regions.

Tools, Systems & Adoption

- Partner with CRM and field systems owners to support training and adoption of global tools and platforms.
- Enable high usage and proficiency of sales technologies and digital engagement tools.

Stakeholder & Vendor Management

- Collaborate with Sales, Marketing, Medical and P&O/T&D teams to align capability priorities.
- Manage external training vendors for field capability programs, ensuring quality, consistency and budget adherence.

Key Performance Indicators (Examples)

- % of field force completing priority capability programs on time
- Post-training proficiency lift vs. baseline
- Adoption and usage of field tools within 60 days

- Training effectiveness scores and field leadership feedback

Ideal Background

- Minimum 3-5 years of total experience
- Experience in Sales Excellence, Commercial Capability or Field Training in life sciences or regulated industries
- Sales Representative experience is desired.
- Strong understanding of sales force effectiveness and field execution models
- Experience delivering large-scale training programs with measurable impact
- Fluent English

Role Requirements

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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Division

DIV_IM

Business Unit

Marketing

Location

LOC_MX

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

FCT_SA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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