

Capability Building & Customer Excellence Manager

Job ID

REQ-10079209

Jun 10, 2026

LOC_MY

About the Role

Major accountabilities:

- Deploy and localize global capability-building programs across Marketing, Sales, Medical Affairs and Value & Access, ensuring learning is relevant, role-based and aligned to business priorities.
- Build and manage a 12–24 months capability roadmap, using needs assessments, stakeholder input, performance signals and external trends to prioritize high-impact learning initiatives.
- Design and deliver practical training, enablement and reinforcement activities, including AI upskilling, digital model adoption, soft skills development, launch excellence and brand planning capabilities.
- Orchestrate International Commercial Excellence deployment locally, including workshops, milestone tracking, handshake meetings, governance routines, dashboard adoption and change management support.
- Enable patient experience and patient support program execution by coordinating processes, vendors, technology platforms, governance checks and compliant ways of working.
- Partner closely with brand teams, therapeutic area teams, Execution Excellence, Data & Analytics, Medical, Value & Access, Legal, Ethics, Privacy and external vendors to drive consistent execution.
- Measure adoption, effectiveness and business impact of capability, customer excellence and patient experience initiatives, using insights to continuously improve programs and simplify processes.

Patient Experience & Patient Solutions

Operational Enablement & Orchestration (Governance, Framework, Process)

- Provide execution support to TA and cross-functional partners, including planning and identifying key operational dependencies for patient services and solutions.
- Ensure orchestration oversight, coordinating delivery across internal and external stakeholders to achieve seamless patient journey support.
- Oversee vendor management, including onboarding, ERC and legal checks and performance monitoring.
- Coordinate with Execution Excellence Digital Solution team to check Technology platforms (OnePSP) are maintained and KPIs are tracked and reported.

Minimum Requirements:

- Minimum 7 years of experience in capability building, learning, commercial excellence, customer excellence, marketing operations, transformation, consulting, project management or related roles.
- Experience in pharmaceutical, healthcare or another complex regulated environment, with a strong understanding of governance, compliance and ethical ways of working.
- Proven ability to localize global strategies or frameworks into country-level execution plans, scalable workshops and measurable adoption activities.
- Hands-on experience designing or delivering training, learning journeys, soft-skills development, capability assessments or change enablement programs.
- Strong AI and digital savviness, with the ability to reimagine how teams learn, adopt new tools and apply technology to improve performance.
- Excellent project orchestration skills, including planning, dependency management, stakeholder coordination, action tracking and continuous improvement.
- Ability to work with data and dashboards to identify process gaps and improvement opportunities

- Excellent communication skills, able to translate complex frameworks and process concepts into clear, accessible guidance and tools for local teams.

Commitment to Diversity and Inclusion

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Division

DIV_IM

Business Unit

Strategic Planning & BD&L

Location

LOC_MY

Site

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

Functional Area

FCT_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

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