

Capability Building Manager

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Сводка

The Capability Building Manager is accountable for deploying and executing the country capability building strategy across Marketing, Sales, Value & Access (V&A), and Medical Affairs. The role localizes and deploys global capability programs and curricula to ensure business relevant, role-based capabilities are built and sustained. It acts as the single country point of accountability for capability deployment, adoption, and effectiveness, aligned with International priorities and learning governance. The role ensures capability building delivers measurable business impact and avoids fragmented or duplicative learning. It partners closely with functional leaders to embed capabilities into country ways of working and business cycles.

About the Role

Location – Mumbai

Key Responsibilities:

Below accountabilities cover a general capability building lead role, for function specific role adapt accordingly

1. Country Capability building strategy deployment & execution

- Aligned with global strategy, localize and deploy industry leading capabilities programs/curricula across the 4 key functions (Marketing, Sales, V&A, Medical Affairs), in partnership with respective functional heads, to optimize capability excellence, agility and knowledge retention, to enable the organization to be future ready
- Drive performance improvement through learning experiences that deliver measurable business impact
- Lead the deployment/execution of the country capability strategy and 12–24 month roadmap for the assigned functional audiences, in partnership with respective functional leads (that remain responsible for building the capability strategy), and aligned with global International priorities and frameworks (e.g. ICE, IMAX, DAP, new engagement models) and International unit learning council direction.
- Translate global functional strategy and frameworks and country business priorities into clear, role-based capability building requirements. Partner with Therapy Area Heads and functional leads to align/orchestrate capability development to enable business priorities.
- Deliver and coordinate function agnostic capabilities (e.g. AI upskilling, storytelling, etc.)
- Conduct trainings / ensure trainings are delivered and monitor the KPIs.

2. Capability Needs Assessment & Prioritization

- Continuously assess country specific capability gaps across 4 key functions (Marketing, Sales, Medical Affairs and V&A), by building on assessment insights, performance signals, functional stakeholder inputs, internal and/or external benchmarks, and in alignment with International Unit Learning Council strategy and priorities (P&O/T&D), and to enable country business priorities
- Prioritise and Orchestrate capability building needs and programs, curricula deployment across initiatives and functions to avoid duplication, learner audience overload, and fragmented training approach. Ensure best practices sharing across teams within and across local teams.
- Ensure capability building focus is synchronized around country business strategic moments (e.g. launches, commercial cycles, program go live, etc.).
- Execute external trends landscape overview for Marketing, Sales, V&A, Medical Affairs capabilities.
- Localize and deploy Marketing, Sales, MA, V&A training/curricula, which has been globally developed (CLS C&MA, IMACE, GMA, V&A Access Excellence), reviewed and approved by local functional leaders (country leads remain accountable to review and approve the content)

3. Capability Framework & Standards

- Operationalize and assure adherence to country capability standards; monitor effectiveness and recommend enhancements to the Capability Head based on insights.
- Advance existing capabilities by partnering with Technology teams to incorporate global platform user skillset within country teams
- Support change management capability needs and adoption of new technology

4. Curriculum Governance, Localization & Deployment

- Manage end-to-end learning journeys (onboarding → core → advanced) for the functional audience; set standards and design principles
- Localize and deploy global / International curricula and industry leading programs, ensuring country relevance without reinventing content.
- Coordinate country rollout and timing of curricula in line with business priorities and change capacity.
- Monitor program/curricula adoption & effectiveness to report to respective functional heads
- Ensure trainings are delivered, monitoring and checking KPIs, conducting trainings where applicable.

5. Enablement Beyond Training

- Ensure capability building goes beyond formal training to include enablement, reinforcement, coaching support, best practice sharing, and communities of practice.
- Embed capabilities into country routines and ways of working (planning commercial and functional cycles, governance, functional forums).
- Support functional leaders in role modelling and reinforcing new capabilities.

6. Adoption, Effectiveness & Continuous Improvement

- Monitor capability building adoption and effectiveness at country level using feedback, behavioral indicators, and performance signals.
- Adjust the capability roadmap and learning journeys based on insights and evolving business needs, in partnership with respective country functional leads
- Continuously assess the capability building activities to retire low value or redundant activities and to maintain a focused on high impact activities.

7. Stakeholder Partnership & Governance

- Partner closely with country functional leadership (Marketing / Sales / V&A / Medical) to ensure capabilities are business and functional relevant, adopted, and sustained.
- Work with Customer Excellence, DAP, Integrated Insights, Field Excellence, and global functional CoE to align capability needs with process and tool changes.
- Maintain effective partnerships with external vendors for training deployment and/or delivery
- Ensure efficient budget mgmt & vendor selection aligned with Int'l Learning Council guidance and shared strategic goals
- Vendors operational management to support Sales, Marketing, MA and V&A programs/curricula delivery

Education:

- Bachelor's degree in business, science, or related field
- Advance degree preferred

Languages:

- English

Essential Requirements:

Relevant Experience

- 7–10 years in capability building, learning or transformation roles
- Experience in pharmaceutical, healthcare, or complex regulated environments.
- Proven country level execution of global strategies, and organizing scalable workshops, trainings

Desirable Requirements:

- Experience in sales, marketing, medical or value & access
- Capability needs assessment and learning journey design.
- Localization and deployment of global curricula.
- Stakeholder partnership across commercial and medical functions.
- Learning effectiveness measurement and continuous improvement.
- Strong execution and orchestration skills.
- Ability to influence without direct authority.
- Structured, outcome focused, ethical and pragmatic mindset.
- Comfort operating in matrix and governance driven environments.

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