

Director, Field Capabilities

Job ID
REQ-10070489
апр 14, 2026
Испания

Сводка

#LI-Hybrid
Primary Location: Barcelona, Spain
Other Locations: Dublin, Ireland; London, UK;

Novartis aims to reimagine medicine by delivering exceptional customer experience and engagement, enabling more patients worldwide to benefit from our therapies. The International Field Engagement team within Customer & Launch Strategy (CLS) strengthens the performance of international field organizations by embedding, evolving, and measuring best-in-class execution standards and capabilities. The Director, Field Capabilities, is accountable for building and sustaining the capabilities required for high-quality field execution across international markets. This role ensures a strong linkage between international strategy and day-to-day field performance by defining global capability standards and translating them into scalable learning solutions across field roles (Rep, FLM, SLM). This position owns the international framework for skills and capability assessment, learning effectiveness, and capability governance for the field. The Director supports markets in diagnosing capability gaps, prioritizing development needs, and delivering high impact learning formats aligned to TA strategies, supported by modern learning technologies and insights. The role also drives the evolution of future ready field capabilities, including selling excellence, coaching, leadership, and digital fluency. Acting as gatekeeper for global learning initiatives, the Director leads end-to-end change management efforts to ensure consistent adoption of capability programs, frameworks, and tools across markets, in close partnership with TA, BSI, P&O, and Learning teams.

About the Role

Key Responsibilities:

- Define and own the international field capability strategy aligned with Therapeutic Area priorities and execution standards.
- Establish global capability standards for field roles and leadership levels across international markets.
- Govern the end-to-end capability lifecycle from skills assessment through learning delivery and impact measurement.
- Act as gatekeeper for international learning initiatives, ensuring consistency, quality, and compliant execution.
- Design and evolve integrated curricula covering selling excellence, coaching, and leadership capabilities.
- Co-create selling excellence programs with Therapeutic Areas, markets, and field excellence partners.
- Strengthen first-line manager coaching impact and second-line manager leadership capability with People and Organization teams.
- Enable data-driven identification of capability gaps using analytics, digital tools, and performance insights.
- Drive adoption of future-ready field capabilities, including digital fluency and innovative learning approaches.
- Lead global change management to ensure sustainable adoption of capability frameworks, tools, and best practices.

Essential Requirements:

- Minimum 10 years' experience in healthcare or another regulated industry, including country and regional/global roles
- Prior sales and/or consulting or learning roles; direct field experience strongly preferred
- Proven track record in designing and implementing capability and learning programs with measurable impact
- Strong change management and stakeholder leadership capability
- Experience with modern learning modalities, LMS platforms, and analytics
- Solid understanding of CRM platforms, AI-enabled insights, and customer engagement strategy
- Strong project management skills and ability to operate independently in a matrix environment
- Senior stakeholder engagement experience across commercial, medical, analytics, and digital functions
- Strategic, agile, and resilient mindset with strong performance orientation

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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Дивизион
International
Business Unit
General Management
Место
Испания
Сайт
Barcelona Gran Via
Company / Legal Entity
ES06 (FCRS = ES006) Novartis Farmacéutica, S.A.
Alternative Location 1
Dublin (NOCC), Ирландия
Alternative Location 2
London (The Westworks), Великобритания
Functional Area

Продажи
Job Type
Full time
Employment Type
Regular
Shift Work
No

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

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