

Lead of Capability Building

Job ID
REQ-10073200
апр 10, 2026
Мексика

Сводка

The Lead of Capability Building acts as the voice of learning and capability building for the Commercial organization, accountable for assessing, developing and continuously strengthening sales and commercial capabilities across the country, in alignment with global strategy and business priorities. The role drives measurable performance impact through strategic learning experiences, governance of capability programs, and strong cross-functional collaboration.

Location: México City, CDMX
#LI-Hybrid

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

About the Role

Key Responsibilities:

Capability Strategy & Assessment

- Assess current and future-critical commercial capabilities (Sales, Marketing, V&A where applicable) in alignment with global capability frameworks.
- Identify capability gaps using structured diagnostics (capability assessments, performance data, brand knowledge reviews).
- Translate business strategy into a prioritized country capability roadmap.

Learning Design & Deployment

- Design, localize and deploy strategic capability programs (classroom, blended and digital), aligned to global curricula and Novartis learning standards.
- Develop and execute learning journeys for entry-level and experienced sales professionals, including selling skills, product knowledge, and call impact.
- Ensure consistency and quality of capability programs through governance and continuous improvement.

Capability Excellence & Adoption

- Drive adoption of new tools, ways of working and learning platforms in partnership with Technology and Global Learning teams.
- Ensure learning effectiveness by measuring impact on capability uplift and sales performance.
- Actively support change management related to new capabilities, programs and initiatives.

Cross-functional Collaboration

- Partner with Sales Leadership, Marketing, V&A and Medical (as applicable) to co-create capability solutions aligned to Sales Plans and product launches.
- Collaborate with Global, Regional and Local Learning teams to localize and scale best-in-class programs.
- Support country cycle meetings, national sales meetings and strategic initiatives through tailored capability interventions.

Governance & Operations

- Own and manage the commercial training budget.
- Ensure compliance with Novartis standards, including reporting of technical complaints, adverse events and special case scenarios within required timelines.
- Oversee distribution of marketing samples (where applicable).

Essential Requirements:

- 5+ years of experience in **Commercial Capabilities, Sales Excellence, Training, Sales or Marketing** roles within Pharma or Healthcare.
- Proven experience designing and deploying learning or capability programs.
- Experience delivering sales skills and performance-based training.
- Skills: Capability Building & Learning Design, Coaching & Performance Enablement, Sales & Commercial Acumen, Stakeholder Management & Relationship Building, Learning Technologies & E-Learning, Change Management, Data-driven impact measurement.
- **Languages:** Fluent in English and Spanish

Commitment to Diversity & Inclusion:

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

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 \(PDF 30 MB\)](#)

Дивизион
International
Business Unit
General Management

Место
Мексика
Сайт
INSURGENTES
Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.
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.

Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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