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Manager, BSI Learning & Capability Excellence

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Сводка

The Manager, Access Capabilities & Operations is responsible for advancing capability-building initiatives across the Access Excellence organization through the development of capability frameworks, learning strategies, and knowledge management practices. The role supports organizational effectiveness by driving structured learning programs, facilitating skill development, and enabling the adoption of best practices. The incumbent leads initiatives such as Access Academies, skill-gap assessments, knowledge repositories, and communities of practice to strengthen workforce capabilities, promote knowledge sharing, and support continuous improvement across teams and regions.

About the Role

Role Purpose

Lead capability-building and knowledge management initiatives that strengthen organizational capabilities, accelerate skill development, and promote adoption of best practices across the Access Excellence organization.

Key Responsibilities

- Develop and continuously enhance capability frameworks that define critical skills, competency expectations, and development pathways across Access Excellence.
- Design and implement learning strategies that build functional, technical, and leadership capabilities aligned with organizational priorities.
- Lead the development, governance, and continuous improvement of Access Academy programs to support structured learning and professional development.
- Conduct capability and skill-gap assessments to identify development opportunities and inform targeted learning and upskilling plans.
- Establish and maintain best-practice repositories, methodologies, case studies, and reusable assets to enable consistency and organizational learning.
- Develop and manage playbooks, toolkits, and guidance materials that support standardized execution and adoption of Access Excellence practices.
- Drive knowledge-transfer initiatives, lessons-learned sessions, and communities of practice to facilitate sharing of expertise and institutional knowledge.
- Partner with stakeholders to identify capability needs and ensure effective deployment of learning and knowledge management initiatives.
- Monitor learning adoption, capability development, and program effectiveness through KPIs, feedback mechanisms, and reporting dashboards.

Essential Requirements:

- Delivery and adoption of capability frameworks across Access Excellence.
- Participation, completion, and effectiveness of Access Academy and learning programs.
- Completion of capability assessments and implementation of development plans.
- Utilization and impact of knowledge repositories, playbooks, and learning assets.
- Effectiveness of knowledge-sharing initiatives and communities of practice.
- Stakeholder satisfaction with capability-building and learning initiatives.
- Improvement in capability maturity, workforce readiness, and skill development outcomes.
- Timeliness and quality of learning, knowledge management, and reporting deliverables.
- Contribution to organizational effectiveness and continuous improvement initiatives.

Ideal Background

Education

- Master's degree in Life Sciences, Healthcare Management, Organizational Development, Learning & Development, or a related discipline.
- Professional certifications in Learning & Development, Change Management, Knowledge Management, Project Management, or Organizational Effectiveness are desirable.

Languages

- Fluent in English (written and spoken).

Desirable Requirements:

- 7-10 years of experience in Capability Building, Learning & Development, Knowledge Management, Organizational Effectiveness, Business Operations, Market Access Operations, or related functions.
- Experience developing and implementing capability frameworks, competency models, or learning programs.
- Proven experience designing and managing training curricula, capability academies, or workforce development initiatives.
- Experience conducting capability assessments and translating insights into targeted development plans.
- Knowledge of knowledge management principles, best-practice sharing, and organizational learning methodologies.
- Experience developing playbooks, training materials, toolkits, and knowledge resources.
- Strong stakeholder management and collaboration skills across cross-functional teams.
- Strong project management, communication, and facilitation capabilities.
- Pharmaceutical, healthcare, consulting, or life sciences industry experience preferred.

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Functional Area
Market Access
Job Type
Full time
Employment Type
Regular
Shift Work
No

Accessibility and accommodation

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