

Learning Services Expert

Job ID
REQ-10002178
May 05, 2024
India

Summary

In this role as part of Learning & Talent team, you would manage and administer U4G programs, both in the GxP & non GxP areas and partner with businesses to design effective learning solutions. You will work with stakeholders to identify learning needs, design strategies and stay up-to-date with trends to continuously improve program offerings and drive training compliance. You will work on providing learner support via SNOW tickets and ensure they are closed within the defined SLA.

About the Role

Location: Hyderabad #LI Hybrid

Your responsibilities include but not limited to:

- Coordinate learning programs and curricula, understand and document processes and effectively use Learning Management Systems and related tools. For web-based learning, handle the setup, testing, deployment and updates of curricula across the global enterprise environment.
- Drive strong customer-centric approach, successful execution of all key learning processes, adherence to agreed timelines, and quality as per customer requirements for all individual portfolios/programs
- Handle communications with business/HR partners, participants, managers and facilitators throughout the process, including use of internal social media.
- Supervise and report on registration and completion status and take appropriate action. Respond to queries and handle issues relating to the learning programs and Learning Management Systems.
- Work efficiently with Customers globally and collaborate with internal teams.
- Ensure that all processes are performed in compliance with internal values, behaviors, policies and standards.

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.

Role Requirements :

What you'll bring to the role:

- Graduate/Postgraduate in Pharmacy/Life Sciences/Engineering/Arts/MBA/HR or equivalent from reputed institute
- Minimum 3year of desirable experience in QA/QMS/Learning Management Systems and operating in a matrix organization.
- Excellent English written and spoken
- Excellent interpersonal and communication skills, customer service orientation
- MS Office (PowerPoint, Excel), collaboration tools and internal social media

Desired requirements:

- Experience in working in cross functional and cross cultural teams
- Experience in working in Learning Management Systems, ticketing tool.

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You'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

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.

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Division

People & Organization

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Human Resources

Job Type

Full time

Employment Type

Regular

Shift Work

No

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