

Industry Based Learning Program

Job Description



Job Title	Commercial Systems and Process IBL	Dept	Business Insights
Line Manager Job Title	Commercial Systems and Process Manager	Location	Abbotsford

Key Responsibilities (10 bullet points maximum)

Describe the key deliverables to be achieved by the IBL and the ongoing responsibilities of the role

- Supports the Key processes/systems between the business and KC (offshore team) related to the Veeva Salesforce Customer Relationship Management System (CRM), Sales Reporting System (Qlikview T360), samples, Rep Lists, Product Knowledge Tests and Compliance Tests to ensure they are fit for purpose and up to date.
- Supports the communications to commercial/brand teams where decisions are required, or escalations are needed in terms of the KC process.
- Supports the Sales System Champions group to ensure they are delivering on their role and expectations. Actively engage with this group on Workplace.
- Support to setup a clear process on how system issues are raised and handled between the LOC, KC and Commercial Systems/process Manager.
- Supports the Commercial Systems/Process manager by Co-ordinating with regional/global stakeholders related to updates to systems and how this will be managed and communicated to the key stakeholders.
- Supports the Commercial Systems/Process manager to implement major and minor territory re-structures – this is to manage the end to end process and liaise with the analytical team to ensure outputs are as expected.
- Supports the Commercial Systems/Process manager to maintain and communicate changes in Veeva CRM and other global projects.
- Liaise and work closely with other areas of Business: Sales Capability, IT Support, Brand Managers, Sales leaders, Medical team, BI team and Regional/Global Leads.
- Become an expert or go-to person for all things Veeva (CRM) and Sales Reporting System (Qlikview T360)!

Unique selling points of the IBL role

- This person should be technologically savvy and should be able to adopt to new systems.
- They will need to train new sales reps with using GSK sales systems.
- They should be able to use new technology and come up with ideas to create educational content (videos, how-to's etc) for reps.
- Should be able to work on multiple projects at once.

Required Skills

Describe the key skills and level of proficiency required for this IBL role (please see listed suggestions)

- Customer Focus
 - Understanding of user needs
- Innovative Thinking
 - Good analytical and reporting abilities
 - Enjoy troubleshooting
 - Possess good process management and problem-solving skills
- Communication
 - Able to convey messages to all stakeholders
 - Ensure Customers are well informed and kept up to date

Values	Expectations
Patient focus	Courage: Decisive, Ambition, Speaking Up, Pace
Transparency	Accountability: Results, Clarity, Prioritisation, Ownership
Respect	Development: Skills, Learning, Adaptable, Curiosity
Integrity	Teamwork: Aligned, Connected, Inspiring, Inclusive

