

Pfizer UK Undergraduate Programme 2019/2020

Department: UK Commercial Operations (CO)

Team: UK Training

Role: UK Commercial Operations: **Training Undergraduate**

Department Overview

Commercial Operations (CO) is a Global Enabling Function that develops and delivers high quality, industry- leading commercial services to Pfizer's Pharmaceutical Businesses.

The UK Team focuses on providing services, operational support and strategies for the UK Commercial Businesses which drive excellence in customer interactions. One area we do this in training through the design and delivery of training solutions to drive customer facing colleagues' to effectiveness in their roles.

Team Overview

UK Training

The UK Training team supports the Business Units (BUs) by supporting customer-facing colleagues to effectively promote our brands. We do this by providing timely training solutions for Pfizer promoted products, and support the development of individuals and teams through a comprehensive skills curriculum.

What can I achieve and what will I be responsible for whilst completing a placement at Pfizer?

You will be based at our Head Office (HO) in Surrey, working within the UK Training team to support our HO and field-based colleagues to achieving their commercial and performance objectives. Your focus will be to work as a part of the team to manage our training processes, support the development of training programmes and co-facilitate training delivery.

This role supports the local Training Managers to ensure the delivery of quality training interventions that are compliant with Regional and local policies and procedures and satisfy the BU's strategic objectives. Overall responsibility is to support delivery of the right training, to the right people at the right time by analysing opportunities, finding cost-effective solutions and evaluating the outcomes of training interventions.

Your core responsibilities will include but not be limited to:

- Supporting the Training team to review and improve our local training processes, ensuring alignment with the GCO Centre of Excellence (CoE) guidelines

- Support the training department by:
 - Scheduling & planning of training events
 - Maintaining training materials, includes coordinating with document owners
 - Collating training data metrics & reporting to UK Training Lead and BUs
 - Supporting training administration and the coordination of the CO UK Training inbox through which the business and customer-facing colleagues raise queries, requests and actions.
- Working under the direction of the Training Operations Manager to support the implementation of CO global and regional projects in the UK.
- Help to share and drive best practices across the regional/global training community with peers and colleagues
- Collaborate with the rest of the CO teams to ensure an end-to-end service and integrated approach is delivered to the UK commercial businesses
- Work in partnership with other Pfizer functions such as BT, Legal, HR, Commercial, and Compliance.

During your year in the team, you can expect to develop key planning, project management and facilitation/communication skills as well as developing operational expertise. You will also gain a good understanding of how a support function can leverage global scale advantages whilst delivering targeted training solutions to BUs.

In addition you will gain invaluable experience of working in a fast-paced, fluid, complex business environment, learning how to prioritise, multi-task and flex your skills and working style to meet the needs of multiple BUs.

Pfizer also offers a diverse environment which allows employees numerous opportunities to grow and develop. This is a great chance to be part of the bigger picture, and to assist in ensuring Pfizer maintains a strong and diverse workforce as well as developing a talent pipeline of future Pfizer colleagues. It is also a fantastic way to obtain a better understanding of the pharma industry and the type of roles it has to offer.

What other opportunities and benefits do Pfizer offer?

Within the role you will have access to a variety of learning and development experiences both through on-the-job experience but also through regional and global cross-functional projects, training courses and development days and by attending conferences and participating in team events.

You will receive a competitive salary along with benefits including 25.5 days annual leave.

When can I start?

Placements will start on 2nd September 2019 and will run for 12 months.

PERSON SPECIFICATION

- On target for a 2:1 Degree Classification (minimum)
- Excellent IT literacy/knowledge required (technology savvy) & numeric skills (Excel SQL and Access)
- Self-motivated
- Able to demonstrate strong analytical and quantitative skills
- Attention to detail
- Good communication and inter-personal skills
- Able to multi-task and prioritize tasks while reaching alignment with internal business stakeholders on deliverables
- A solutions-focused approach and can-do attitude
- High level of independent and service-oriented working attitude
- Good team player

Please note that we only accept application forms. Please do not send over your CV or cover letter as they will not be considered.