

## Learning Solutions Business Process Manager

Job ID: 00414310

**Job Function**

Human Resources

**Schedule**

Full-time

**Location**

United States-California  
South San Francisco

**Job type**

Regular Employee

**Company/Division**

Pharmaceutical

**Job Level**

Experienced

### Who We Are

At the Roche Group, about 80,000 people across 150 countries are pushing back the frontiers of healthcare. Working together, we've become one of the world's leading research-focused healthcare groups. A member of the Roche Group, Genentech has been at the forefront of the biotechnology industry for more than 30 years, using human genetic information to develop novel medicines for serious and life-threatening diseases. The headquarters for Roche pharmaceutical operations in the United States, Genentech has multiple therapies on the market for cancer and other serious illnesses. Please take this opportunity to learn about Genentech, where we believe that our employees are our most important asset and are dedicated to remaining a great place to work.

### The Position

The aim of this job is to support the global Business Process Owner / Head of CoE for the global Learning Solution to establish and maintain a global Learning Solution across the Roche organization, in particular in your area of responsibility. Located in South San Francisco, you provide consultation to the Business in the assigned regions and functions. You work with the local and functional Business Process Owners to ensure that the global processes and standards are embedded in the respective organizations. In this position, you support the End-to-End Lead in identifying where process and system improvements are required and scope the initiatives and projects. You are responsible for the delivery of assigned initiatives for your area and across the Roche world in collaboration with the CHRIS LSO servicing and support organizations.

The main responsibilities are:

- Stakeholder management and consultation to the business in the assigned regions and functions:
- North America
- Latin America
- Middle America
- NAM and LATAM Commercial Operations
- Pharma Manufacturing (PT)

- Diagnostics Manufacturing
- Act as single point of contact for the business, functional and local BPOs
- Gather needs and areas for continuous improvement based on input from the Business, and address those to the End-to-End Lead and global Business Process Owner / Head of CoE
- Balance local requirements for the assigned area with those of the global and group functions
- Execute the delivery of assigned initiatives (e.g. E2E) across all regions and functions in close collaboration with the CoE and business counterparts
- Liaise with the CHRIS LSO support and servicing organization on new requirements and on the delivery of initiatives
- Enforce the implementation of end-to-end processes locally and functionally (esp. where no dedicated local BPO exists)
- Provide input to global process documentation
- Support change management

## **Who You Are**

- Strong networking and stakeholder management capabilities
- Strong communication and change management skills
- Experienced in process design and process implementation
- Expertise in Learning Technology for and beyond Learning Management systems, LSO experience is an advantage
- Knowledge in how to operate in a complex network and matrix organization
- Ideally experienced in global and virtual matrix organization
- Experience in a Training delivery organization or customer support and service organization
- Indicate experience in industry where compliance matters

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