

Medical Information Manager

Job ID
REQ-10007464
Jul 11, 2024
Mexico

Summary

This role is responsible for delivering standard and complex Medical Information (MI) activities, and for providing functional and therapeutic area/brand expertise to support responses to escalated medical enquiries on established brands from Novartis country affiliates worldwide.

The main responsibilities of the role are as follows:

- Delivery of standard or complex MI activities
- Conducting MI search for mailbox enquiries
- Supporting the generation of reports on enquiry metrics and insights from countries and regions

About the Role

Major Activities

Delivery of MI services for assigned TA(s), Client Group(s) or brands

- Write MI deliverables to ensure they meet quality requirements – scientifically balanced and evidence-based, adhere to topic/key messages, language and grammar are correct, regulatory/safety/legal aspects are considered.
- Ensure adherence to KPIs and meet the minimum criteria in quality reviews conducted by management.
- Support the generation of reports for stakeholders (Medical and Knowledge Solutions management, relevant Division management, Franchise and Brand teams) on enquiry metrics and insights from countries and regions.
- Conduct MI searches for mailbox enquiries.
- Support triage of congress enquiries.

Delivery of standard and complex MI services

- Write standard and complex MI services. This can include services with a mixed model, working alongside the Senior MI Manager.

Key performance indicators:

Client Focus

- Client Satisfaction and Client Advocacy (measured by regular Global Business Solutions client satisfaction surveys) – results are compared to best-in-class benchmarks.
- 100% compliance with legal regulations, industry codes and internal compliance standards.

- Specific feedback from clients on the efficacy and effectiveness of the service.
- Level of service adoption defined by SLA values.

Operational excellence

- Delivery of services in line with defined KPI targets to measure service quality and timeliness – agreed with clients and embedded in Service Level Agreements.

Minimum Requirements:

Minimum: healthcare professional degree or degree in a healthcare-related field

Desirable: advanced degree (PhD, PharmD, MD) in life science/healthcare

Languages: Fluent English (oral and written)

- Minimum 1 year experience in Medical Information/ Communications in the Pharmaceutical Industry (or related Medical Affairs role)
- Experience with Novartis therapeutic areas
- Knowledge and application of good practices in medical enquiry management and writing for MI
- Knowledge of information resources and the effective/efficient use of them
- Understanding of medical concepts and the implications on a broader scale in the pharmaceutical industry (regulatory, PV, legal, commercial, drug development, etc.)
- Strong client focus
- Strong cross-functional skills and proven experience in collaboration with other departments/groups
- Excellent interpersonal communication and presentations skills
- Demonstrated innovative thinking and solution-oriented problem solving skills
- Ability to manage work output within given timelines
- Client Focus

Skills:

- Communicates Effectively
- Manages Complexity
- Balances Stakeholders
- Action Orientation [Taking initiative]
- Optimizes Work Processes
- Drives Results
- Collaborates
- Interpersonal Savvy
- Decision Making [Making the right call]
- Demonstrating courage [Being authentic]
- Problem Solving

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other.

Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together?

<https://www.novartis.com/about/strategy/people-and-culture>

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Division

Operations

Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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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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