

# Medical Information Manager

Job ID  
REQ-10014139  
Jul 02, 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>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:  
<https://talentnetwork.novartis.com/network>

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

[Apply to Job](#)

Job ID

REQ-10014139

## Medical Information Manager

[Apply to Job](#)

---

**Source URL:** <https://prod1.id.novartis.com/id-en/careers/career-search/job/details/req-10014139-medical-information-manager>

### List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/INSURGENTES/Medical-Information-Manager\\_REQ-10014139](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/INSURGENTES/Medical-Information-Manager_REQ-10014139)
4. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/INSURGENTES/Medical-Information-Manager\\_REQ-10014139](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/INSURGENTES/Medical-Information-Manager_REQ-10014139)