

# 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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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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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