

Senior Medical Information Manager II

Job ID
REQ-10014265
Jul 04, 2024
Mexico

Summary

This role is responsible for providing functional and therapeutic area/brand expertise to support responses to complex and highly complex escalated medical enquiries, and other medical information activities.

The main responsibilities of the role are as follows:

- Delivery of complex or highly complex deliverables; responses to escalated medical enquiries for priority/launch brands
- Review of MI deliverables to ensure quality requirements are met
- Providing input into MI Service processes and standards to ensure optimal efficiency and productivity
- Reporting on enquiry metrics and insights

About the Role

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

- Provide timely and quality responses to medical enquiries. Ensure adherence to KPIs with regard to timeliness, and meet the minimum criteria in quality reviews conducted by management
- Write or review 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
- Provide input into MI Service processes and standards to ensure optimal efficiency and productivity
- Lead the generation of reports for stakeholders on enquiry metrics and insights from countries and regions
- Provide support to management of Congress Medical Information services, onsite and remotely
- Support services for Regional or Country MI teams
- Develop content development for digital platforms

Delivery of complex and highly complex MI services

- Write (or review) complex or highly complex MI services which require the experience and expertise of a Senior MI Manager. This can include services with a mixed model, with the Senior MI Manager working alongside the MI Manager

Key Performance Indicators

- Client focus 100% compliance with legal regulations, industry codes and internal compliance standards;

specific feedback from clients on the efficacy and effectiveness of the service.

- Operational excellence: Delivery of services in line with defined KPI targets to measure service quality and timeliness.

Ideal Background

- Minimum: healthcare professional degree or degree in a healthcare-related field
- Desirable: advanced degree (PhD, PharmD, MD) in life science/healthcare

Language

- Fluent English (oral and written)
- Preferred: a second major European language

Experience

- Minimum 3 years' experience in Medical Information/Communications in the Pharmaceutical Industry (or related Medical Affairs role)
- Strong knowledge and application of good practices in medical enquiry management and writing for medical information
- Experience with reviewing medical/clinical content and providing constructive feedback
- Extensive knowledge of information resources and the effective/efficient use of them
- Solid 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

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?

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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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