



Role – Medical Affairs Officer

Reporting to; UK Medical Director

Location; Harefield UK

Tenure; Permanent

Level: F

MAIN PURPOSE:

- Primarily responsible for first line provision of medical information response handling and medicinal product and device safety reporting
- Collaborate with and work under supervision of Medical colleagues to provide end to end Medical Information and library services to Norgine Pharmaceuticals Ltd.
- Provide administrative support for the UK Medical Director & Medical Affairs Department

KEY RESPONSIBILITIES & ACCOUNTABILITIES:

To be undertaken under a level of supervision appropriate to training and experience.

Medical Information

- Answer telephone/email enquiries from external sources relating to the company products in a professional and timely manner.
- Enter and process enquiries received into the Medical Information Database.
- Research scientific materials to continually update and expand current Information held on SRDs so that approved additional information can be provided to HCPs and members of the public.
- Record and respond to requests from the sales-force to provide medical literature to HCPs
- Perform literature searches in response to specific medical enquiries
- Work closely with other department members in line with all necessary compliance requirements
- Review medical information enquiries for relevant trends and communicate these within the Medical Affairs group. Present summary report to the RCU on a quarterly basis

Pharmacovigilance

- Identify and report adverse events and product quality complaints within reporting timelines.
- Ensure that any follow up information related to an adverse event is completed according to GPV processes and timelines.
- Track and scan CIOMS forms to ensure closure of case has been completed prior to Manager review.
- Arrange drug safety review meeting
- Ensure correct documents are sent to Global Pharmacovigilance
- Keep accurate files and audit trails
- Maintain and adapt processes to ensure efficiency and accuracy

Administrative Services

- Provide a high level of support to the Medical Director and general administrative duties for the Medical Affairs Department; provision of hospitality/ hotels/taxi services for external customers; arranging travel/hotels/courses for department; assistance with Medical Department reports.

- Responsible for departmental archiving
- Compile UK Annual declaration for Transfers of Value ensuring a high level of accuracy is maintained

MEGS, Grants, Donations and third party sponsorship Co-ordinator

- Manage all MEGs requests to agreed timelines and ensure adherence to ABPI Code of Practice
- Record, track and file all requests to completion.
- Liaise with HCPs at all necessary points in the process

ADDITIONAL DUTIES AND RESPONSIBILITIES:

1. Copyright

- Maintain knowledge of copyright law to ensure that Norgine is compliant

2. Maintain Current Awareness

- Maintain and catalogue all books and journals in the UK library
- Monitor, log and distribute for scanning all journals promptly on receipt
- Ensure key reference books are current
- Order all clinical reference papers within appropriate timelines per user and order source books and specialist journals as required

3. Training

- Responsible for providing Zinc training of Norgine staff as a Super User
- Provide ad hoc training on principles of copyright protection to Norgine staff on an as required basis

2. Maintain Technical Proficiency

- Attend relevant training courses, and apply to daily tasks using agreed action plans, coaching and knowledge

RELATIONSHIPS:

SKILLS & KNOWLEDGE

- Studied at degree level or working towards a BSc or equivalent degree
- Intermediate/advanced knowledge of Word, Powerpoint, Excel.
- Working knowledge of AgInquirer, ARISg, ZINC, OVID and other systems commensurate with the role.
- Conversant with key sites on Internet; key medical databases
- Able to implement basic search strategies
- Understand where to research medical terminology, drug names and UK health care professional contact details
- Understand concepts and processes related to drug safety; trained in recognition and basic triage of product quality complaints and medicinal product safety reporting and case processing at a level relevant to the role.
- Working knowledge of the ABPI Code of Practice Compliance framework particularly with respect to interactions with Healthcare professionals, MEGS, donations and third party meeting sponsorship

Behaviours

- High standard of customer service – to put customers first, proactive response to customer queries

- Contribute effectively in the team, respond positively to requests, engage in team work activities and objectives
- Plan, identify priorities, organise activities and monitor progress to ensure team and individual objectives are met
- Prioritise and plan work with an appropriate sense of urgency and enthusiasm to cope effectively with obstacles and pressure
- Express and communicate ideas clearly within Medical Affairs and the company as a whole
- Seek information, analyse issues and situations to identify best solution
- Develop and maintain friendly, helpful and professional approach to colleagues and customers to build relationships
- Respond positively to change by adapting day to day activity and work procedures as appropriate
- Seek and pursue opportunities to develop within job to perform current role effectively and progress role further

Norgine is a leading European specialist pharmaceutical company with a direct commercial presence in all major European markets. In 2016, Norgine's total revenue was EUR 368 million. Norgine employs over 1,000 people across its commercial, development and manufacturing operations and manages all aspects of product development, production, marketing, sale and supply.

Norgine specialises in gastroenterology, hepatology, cancer and supportive care.

Norgine is headquartered in the Netherlands. Norgine owns a R&D site in Hengoed, Wales and two manufacturing sites in Hengoed, Wales and Dreux, France.

For more information, please visit www.norgine.com

In 2012, Norgine established a complementary business Norgine Ventures, supporting innovative healthcare companies through the provision of debt-like financing in Europe and the US. For more information, please visit www.norgineventures.com.

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Please note that we do try to provide specific feedback to all applications, however sometimes due to the volume of applications received we can respond only to those candidates who best match the position requirements.