

Inceptua is a specialty pharmaceutical company and a premium global service partner. Inceptua Pharma commercializes and markets orphan and specialty care products and have the expertise and capabilities to supply unlicensed medicines globally. Inceptua Services supports pharma and biotech companies with global clinical trial comparator sourcing, packaging and labelling solutions, pre-approval and medicines access programs and consulting

Inceptua partners with life science companies of all sizes, drawing on over 20 years of industry experience, and has global operations with local offices across Europe, North America, and Asia.

We recognize that investing in talented people creates value for our customers, our employees, our suppliers and the communities in which we live and work. Our success is based on the motivation, dedication and performance of our people. We strive to go the extra mile and achieve excellence in all our services.

We are hiring for the position of **Medicines Access Advisor** to be based in our offices in Windsor, UK, for a start in Q2 2021.

You will be part of the Inceptua Early Access Programs business and a member of the Medicines Access Advisors Team. Inceptua Early Access work with pharmaceutical and biotech companies to deliver bespoke programs allowing physicians and their patients to access medicines that are not available to them through any other means. The Access Advisor team are the front line team supporting and advising healthcare professionals who wish to request access to products. As Medicines Access Advisor you will play a pivotal role in ensuring vital medicines get to patients who need them. You will be responsible to be first point of contact for physicians and hospital staff wishing to request access to treatment. You will build a knowledge and understanding of individual country regulations in order to support customers with their requests and oversee the processing of these orders. You will report to the VP, Project Management.

Responsibilities include, but are not limited to:

External facing and Customer service

- First point of contact for HCPs contacting Inceptua to request access to products made available through Early access programs, to include monitoring of email systems, telephone systems and online request management systems
- Develop and maintain an expert understanding of country specific quality and regulatory requirements for unlicensed medicines
- Delivering excellent customer service, processing customer orders in a timely and efficient manner, ensuring that Inceptua internal KPIs and program specific KPIs are understood and met
- Assessment of requests against patient inclusion criteria, patient dosing instructions and local regulations for access
- Build and maintain effective working relationships with client field and medical teams to ensure seamless customer experience

Systems, admin and reporting

- Use electronic systems (ERP and Imap) to ensure that all activities (e.g. customer qualification, data input) are actioned and recorded correctly, and that all stages of the order process (from initial request until final delivery) and customer experience flows smoothly and compliantly
- Monitor shared email sites and respond to emails in keeping with any work instructions
- Generate accurate reports in a timely manner, including, but not limited to Customer Registration reporting, patient enrollment reports and shipping cost reporting
- Build and maintain a working knowledge of global hospital invoices processes and procedures. Actively track and follow up with Hospitals to ensure timely and accurate invoicing

Your profile:

- Educated to Degree Level or equivalent
- Fluent in Italian or Spanish
- Experience in external customer service or customer facing roles in a fast moving environment an advantage
- Ability to manage multiple priorities and work under sometimes pressured or urgent situations.
- Proficient use of Microsoft Office software applications essential
- Experience in the life sciences or healthcare industry an advantage

Our company is home to employees from various backgrounds that speak a range of languages. If you have a forward-thinking attitude and are ready to go the extra mile with us, we look forward to receiving your application.

Please send your application in English, including a covering letter, to

recruitment@inceptua.com.

Attachments must be in PDF format.