

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 **Program Implementation Lead** 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 Program Implementation Lead you will play a pivotal role in ensuring vital medicines get to patients who need them. You will be responsible to undertake day to day advisor responsibilities as well as additional team leader duties relating to IT systems configuration, reporting and act as first point of escalation for any queries from the advisor team. 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 delivering outstanding customer service
- Develop and maintain an expert understanding of country specific quality and regulatory requirements for unlicensed medicines
- Build and maintain effective working relationships with client field and medical teams to answer queries and to ensure seamless customer experience
- Lead on management of the day-to-day cross functional collaboration needed to process orders from end to end, namely with the Global Operations team to ensure seamless process alignment and customer experience

Systems and admin

- Business user lead for Imap: liaison with IT, Quality and external vendor for the ongoing system management and maintenance
- Develop and maintain a strong understanding of system requirements, system functions, process flows and reporting to allow accurate and compliant system maintenance and

upgrades to meet the needs of Inceptua internal processes and client and customer requirements also

- Responsible for the maintenance of user manual, user training and user training records
- Use electronic systems (ERP and Imap) to ensure that all activities (e.g. customer qualification, patient data input) are actioned and recorded correctly, and that all stages of the order process and customer experience flows smoothly and compliantly
- Proactively identify and raise any IT issues or enhancement opportunities within the team
- Oversight of hospital invoicing and actively engage with finance to track overdues. Support the Access Advisor team with invoicing and finance tracking duties
- Manage team working time to ensure adequate cover for the Access Advisor team

Reporting

- Monitoring of team KPIs and monthly reporting. Liaison with other cross functional business units to gather monthly KPI data for internal and external reporting
- Creation of monthly client reports: order summary, cash collection, inventory reports (plus additional trackers if needed)
- Oversight of weekly and monthly trackers defined for individual programs and provision to project management in a timely manner

Your profile:

- Educated to Degree Level or equivalent
- Fluent in Italian or Spanish
- Extensive experience in external facing customer service or support roles, with a proven track record of effective team leadership
- Proven experience in IT systems development and maintenance projects from a business user perspective. Either business user lead or super user experience required. A working understanding of development and production environments and management of the UAT processes required for deployment of programs and software systems.
- 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.