

Associate Program Manager

Inceptua is a global pharmaceutical services company with market-leading capabilities across multiple business areas. We have over 25 years of experience serving life science companies of various sizes and global operations with offices across Europe, North America, and Asia.

We provide clinical trial supply, services and logistics, including comparator sourcing of medicines, packaging, labelling, storage, and distribution services. We also offer strategic advice, design, facilitate, and implement global, early access programs, and distribute unlicensed and other medicines worldwide.

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 **an Associate Program Manager** to be based in our **Windsor (UK)** offices for immediate start. You will be reporting to the Senior Director, Global Operations and will become part of our growing Global Operations Team. You will work closely with internal and external stakeholders of different business units and departments.

Responsibilities include, but are not limited to:

- Monitor personal and shared inboxes and action as necessary.
- Develop an expert understanding of Early Access programs and operations.
- Coordinate inbound and occasional outbound stock shipments with all relevant stakeholders (e.g. warehouses, couriers, brokers, customers, vendors etc.).
- Creation and processing of inbound and outbound stock shipment documentation.
- Distribute ad hoc blanket communications to HCPs at program level.
- Execute portal set-ups and ad hoc updates to program details in the Inceptua platform.
- Act as super user for the Inceptua portal, contributing to testing and development initiatives.
- Update portal guides and program training materials for clients and customers, as required.
- Develop and update program specific materials, such as program briefs and training materials for the Global Operations team.
- Assist Program Managers and Operations team, acting as escalation point for program related operational issues and general problem solving
- Work closely with the Global Operations team, providing training and support as appropriate, with the goal that the Global Operations team contribute effectively and efficiently to the delivery phase of all programs.
- Attend key, client meetings to ensure full oversight of program and operational developments and update status reports or maintain minutes, as required.
- Back-up Program Managers and Senior Program Managers, as needed
- Maintain trackers (program specific & patient trackers), as required.
- Distribute program specific reports and trackers to clients, as required.

- Generate manufacturing protocols and work with QA/QP to action printing of ancillary labels.
- Take on projects and support senior staff, as directed on a as needed basis.
- Identify opportunities to streamline and improve operational processes. Strive for continuous improvement.

Your profile:

- Able to work in an international setting.
- University graduate with a minimum of 2 years' work experience in project management / program set-up or client facing role. Prior, related experience within an Early Access setting will also be considered.
- Good relationships with peers, ability to manage time and stress, excellent self and interpersonal motivational skills, project management ability, proven problem solving and decision-making abilities.
- Able to communicate effectively, and with sensitivity to a wide range of people including externally to both vendors and clients
- Able to maintain a positive, results orientated work environment, building, and improving upon existing partnerships and demonstrate great teamwork, communicating with the team in an open, balanced and objective manner.
- Meticulous attention to detail and computer literacy (MS Word, Excel, Power Point and Outlook).
- Able to work under pressure.
- Fluent in English, both written and oral

This position is full-time with a hybrid schedule (three days / week in the office, and the flexibility to work from home two days). Our company is home to employees from various backgrounds that speak a range of languages.

Please send your application, including a covering letter, to **recruitment@inceptua.com**

(Attachments must be in PDF format)