

Client Support - Job Specification

Job Purpose

To act as the lead contact person for allocated clients and co-ordinate all work required to ensure the service provided is satisfactory and compliant.

To carry out various pharmacovigilance-related tasks on behalf of allocated clients, and to liaise between the clients and relevant Panacea staff to ensure the effective communication and dissemination of information within required timeframes.

Key Duties

- Drafting and maintaining client pharmacovigilance documentation
- Maintenance of Client Product Licence Information
- Managing and scheduling client meetings, including preparation and circulation of agendas and meeting minutes
- Managing the client email mailbox, including responding to general queries from clients or forwarding messages, as appropriate, for action
- Preparation and circulation of monthly summary reports, as required
- Following-up client actions with Panacea colleagues to ensure tasks are completed, as required
- Assisting with client inspections from regulatory authorities and internal or external audits, as required
- Project work on behalf of clients, as required
- Provide back-up support to other members of the Client Support Team, particularly to cover holidays, other absences or excessive workload
- Working in accordance with Panacea procedures and policies
- Work as part of the wider pharmacovigilance team and maintain flexibility to meet the priorities of the company
- Ensure client satisfaction in all dealings the client has with Panacea and identify and flag to senior staff any issues with the client that may impact client satisfaction

Skills Required

- IT skills
- Data management skills
- Communication skills
- Time management skills
- Attention to detail