



Job Description

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Job Title:	Client Support Specialist
Reporting To:	
Employee Name:	
Signature:	
Managers Name:	
Signature:	
Date:	

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. The involvement of a Client Support Specialist (CSS) usually commences when a contract is signed with a new client and continues through the duration of the contract until the termination or handover of the services provided.

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.

To work alongside the QPPV and/or Client Manager to ensure an efficient client service is provided.

To support activities within the Client Support Team, as required.

To assist with other pharmacovigilance (PhV) tasks upon request, where sufficient training has been received.



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Key Tasks

Client Communications:

- 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
- Accurate filing of information in the client folders on the server
- 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 the management of client set-up or handovers, as requested
- Assisting with client inspections from regulatory authorities and internal or external audits, as required
- Project work on behalf of clients, as required
- Assisting with undercover tests of the client's PhV system
- Tracking and documenting the annual out-of-hours tests call for relevant Panacea staff, to ensure these take place
- Assisting with the co-ordination of training on client specific SOPs, as required
- Ensure client satisfaction in all dealings the client has with Panacea and to identify and flag to senior staff any issues with the client that may impact client satisfaction

PSMF, Annexes and Summary Statement:

- Drafting and maintaining client PSMFs and Annexes, including reviewing the PSMF Central Record Control for updates for own client PSMFs; organising review by relevant personnel and ensuring final sign off, distribution and filing
- Creating and maintaining PSMF Summary Statements
- Updating the PSMF logbook with all amendments
- On a regular basis (as per current procedures), review the PSMF Annexes for potential updates, including liaison with client for input, maintain the logbook, distribute and file the amended documents
- Upon receipt of a request from a competent Authority, assist with the preparation and sending of the PSMF and Annexes



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Maintenance and Update of Client Product Licence Information:

- Liaise with clients for accurate information regarding their product portfolio
- Update PSMF Annex H and logbook, as required
- On receipt of new or updated product licence information, update the PMS or client product list and communicate information within Panacea to relevant personnel. Distribute the “updates to MA information checklist” and ensure all actions are completed, as required
- Assess the potential need for a request for legacy data, including cases, PSURs, signal detection documentation, RMPs, etc.

Client 3rd Party Agreements:

- Liaise with the Contracts Manager and client for updates to SDEAs to ensure the PSMF is up-to-date and other staff updated, as required
- Where required, confirm receipt of adverse event reports received from clients and/or client partners

Medical Information:

- Where required, liaison with the outsourced medical information company
- Where required, on a monthly basis, review the list of products for which the medical information company has responsibility and make updates to the SDEA
- Where required, ensure timely exchange of information with the medical information provider

General:

- Provide back-up support to other members of the Client Support Team, particularly to cover holidays, other absences or excessive workload
- Archiving of PhV data
- Working in accordance with Panacea procedures and policies
- Work as part of the wider PhV team and maintain flexibility to meet the priorities of the company
- Share ideas to improve systems



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Skills Required

Technical Skills

- Understanding the client – their company ethos, products, key contacts and internal processes
- Awareness and understanding of the relevant PhV legislation, directives and guidelines
- Proficient use of relevant computer systems and databases

Other Skills

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