Clinical Document Management User Support Manager

Job ID
REQ-10020623
Sep 20, 2024
United Kingdom

Summary

When we put our heads together, we can do brilliant work. And when we do brilliant work, we can achieve remarkable things for patients as we positively transform healthcare. We are looking for Clinical Document Management User Support Manager to join our existing global team.

Accountable for delivering user support related to clinical document management processes, adoption of Trial Master File (TMF) and good documentation practices across the business. Drives implementation of Clinical Document Governance Management (CDGM) initiatives, projects, and process improvement activities to enhance clinical document management systems, processes, and standards at Novartis.

This is a hybrid role and can be based in Dublin or London offices. The expectation is to be in the office 12 days/month.

About the Role

Your responsibilities include, but are not limited to:

- Support the development and delivery of fit for purpose end user support in relation to CDGM /TMF processes to Novartis business groups.
- Partner with stakeholders across the business to understand user needs and root causes of issues in relation to TMF and CDGM service delivery and proactively identify/implement improvements to end user support activities.
- Support for management of metrics/KPIs and dashboards relating to CDGM end user support and conduct data analysis to identify trends and issues.
- Serves as Subject Matter Expert on TMF training materials, formal and informal processes and tracking tools relating to end user support.
- Partner with service providers and internal stakeholders to ensure end user support provided by 3rd party partners is aligned with CDGM requirements and embed assessment of end user support into oversight of third-party service performance.
- Support activities to increase CDGM staff capabilities in relation to end user support, and embed user-centric approaches into CDGM service delivery.
- Provide support in preparation for audits/inspections, contributes to root cause analysis identification and creation/delivery of CAPAs
- Act as CDGM point of contact for other projects and initiatives, to ensure engagement and involvement of CDGM as needed.

Minimum requirements

- Bachelor’s degree or equivalent and relevant industry experience
- Minimum of 5 years working in clinical research and development in the pharmaceutical industry (and/or Contract Research Organisations) with specific experience in clinical documentation and/or records & information management.
- Demonstrated success in planning and executing cross functional projects.
- Strong influencing and presentation skills. Ability to communicate effectively at all levels.
- High organisational awareness, including experience working in multi-disciplinary teams, across cultures and geographies.
- Good negotiation, problem solving and conflict resolution skills; experience establishing trusted relationships with internal and external stakeholders.

Why Novartis? Our purpose is to reimagine medicine to improve and extend people’s lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: https://www.novartis.com/about/strategy/people-and-culture

You’ll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. https://www.novartis.com/careers/benefits-rewards Commitment to Diversity and Inclusion: Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: https://talentnetwork.novartis.com/network

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients’ lives. Ready to create a brighter future together? https://www.novartis.com/about/strategy/people-and-culture

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Benefits and Rewards: Read our handbook to learn about all the ways we’ll help you thrive personally and professionally: https://www.novartis.com/careers/benefits-rewards

Division
Development
Business Unit
Innovative Medicines
Location
United Kingdom
Site
London (The Westworks)
Company / Legal Entity
GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.
Alternative Location 1
Dublin (Novartis Corporate Center (NOCC)), Ireland

Functional Area
Research & Development
Job Type
Full time
Employment Type
Regular
Shift Work
No
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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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