

Access & Operations Coordinator - Emirati Nationals

Job ID
REQ-10037950
Jan 23, 2025
Utd.Arab Emir.

Summary

The PSP Coordinator will support the Value & Access (V&A) team in all operational tasks related to running patient support programs across Gulf countries. This includes managing Free of charge & Co-pay programs documentation and archiving, and monitoring and tracking program-related activities.

About the Role

Maseeraty - Graduate Program a 12-month program designed to provide UAE nationals with real-world experience, enabling them to apply their theoretical learning in practical settings. We have an opportunity for Emirati Graduate to join our Access and Operations Team.

Major accountabilities:

Support V&A team in all operational tasks related to the running patients support programs across Gulf countries including:

- **FOC & Co-pay management:**
 - Communicate with ESPs to request the annual FOC forecast and validation on quarterly basis
 - Monthly reconciliation for PAP FOCs across all brands in FOC reconciliation tracker
 - Monthly reconciliation for co-pay invoices/DAs in alignment with finance team
 - Monthly reconciliation for lab tests conducted by ESP
 - Validation for the distributor reconciliation on quarterly basis
- **Documentation and archiving:**
 - Archive all internal and external communication related to PSP in the relevant SharePoint
 - Archive all related documents to PSP financial support services
 - Archive all relevant documents including POs, invoices, monthly reports, medical trainings records, Governance board MOM and CAPAs if any
- **Monitoring and tracking:**
 - Regular monitoring for all programs related materials to ensure the validity of used materials
 - Regular monitoring for the approval validity for the running programs
 - Follow up on the agreed actions with ESP to ensure full implementation

Key Skills:

- Strong organizational and time management skills.

- Excellent communication and interpersonal skills.
- Proficiency in Microsoft Office Suite and SharePoint.
- Ability to work collaboratively with cross-functional teams.
- Attention to detail and accuracy in documentation and reconciliation tasks.

Leadership Behaviors:

- Demonstrates accountability and ownership in managing tasks and responsibilities.
- Shows initiative and proactiveness in identifying and addressing issues.
- Maintains a high level of integrity and ethical standards in all actions.

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?

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Division

International

Business Unit

Innovative Medicines

Location

Utd.Arab Emir.

Site

Dubai

Company / Legal Entity

AE01 (FCRS = AE001) Novartis Middle East FZE (Representative Office)

Functional Area

Others

Job Type

Full time

Employment Type

Early Career (Fixed Term)

Shift Work

No

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