

Vendor Start-up Manager

Job ID
REQ-10037703
Mar 12, 2025
United Kingdom

Summary

Reporting to the Vendor Category Expert, the Vendor Startup Manager is responsible to provide technical expertise for a given category during study startup to the VPM Vendor Program Manager and indirectly to the study start-up team. The VSM enables a flawless and accelerated vendor service delivery at the trial start-up phase and supports implementation of defined category strategies and service standardization. This role proactively assesses risk and concludes contingency plans to de-risk study startup.

About the Role

Key responsibilities:

- Reviewing of the vendor and category related specific sections of the protocol, ensure vendor expertise is leveraged when refining specifications towards Final Protocol
- Contributing to development of Study Specification Worksheet (SSW) to facilitate bid process and selection of Vendors.
- Quote/Proposal review in collaboration with procurement (and vendor). If required, support contract negotiations.
- Vendor budget review of final quotes
- Co-ordinates vendor kick-off meeting and other vendor specific meetings
- Collects HA submission documents from vendor, as requested by countries participating in a study
- Performs robust User Acceptance Testing (UAT) for eCOA and IRT
- Ensures changes to protocol or study designs are consistently shared with vendors and incorporated into supplier budgets, timelines, and specifications. Supports amendment of vendor contracts with Procurement team
- Optimizing a frontloaded and timely study start-up process in support of a timely vendor DB-go-live
- Vendor service excellence at study level, ensures vendors meet quality and service level standards in their service delivery for the trial
- Pro-actively creates and maintains vendor related risk maps with contingency plan for documentation in FIRST
- Document issues identified with vendor oversight / performance in FIRST tool and implements and monitors corrective actions. Escalates issue if required to the Vendor Category Expert VCE
- Drive root cause analysis of supplier performance issues and look for trending
- Supports the implementation of standards, templates, tools, and processes for vendors at SSU for defined categories in collaboration with the VCE
- Using Unified Vendor Portal (UVP) to manage vendor service delivery
- Supports practice leaders in improvement projects and learning loops
- Collaborate with VP&G to provide data for vendor qualification efforts

Essential Requirements:

- 5+ years working experience and excellent knowledge of the clinical operation processes and vendor management
- Excellent knowledge of GxP and ICH regulations
- Very good knowledge of clinical trial design and mapping to supplier requirements
- Thorough and technical understanding of Novartis specifications for supplier provided services
- User Acceptance testing for eCOA and IRT
- Site collaboration and site activation
- Vendor management; outsourcing, contracting, sourcing, of clinical services
- Results-driven: demonstrated ability of completing projects on time
- Ability to work in cross-functional teams and a matrixed environment
- Strong influencing and negotiation skills
- Good written and oral communications skills
- Very good problem-solving skills
- Demonstrated willingness to make decisions and to take responsibility for such
- Excellent interpersonal skills (team player)
- Proven networking skills and ability to share knowledge and experience amongst colleagues

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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 (NOCC), Ireland

Alternative Location 2

Home Worker, United Kingdom

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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