

# Senior Medical Information Manager II

Job ID  
REQ-10014265  
Jul 04, 2024  
México

## Resumen

This role is responsible for providing functional and therapeutic area/brand expertise to support responses to complex and highly complex escalated medical enquiries, and other medical information activities. The main responsibilities of the role are as follows: -Delivery of complex or highly complex deliverables; responses to escalated medical enquiries for priority/launch brands -Review of MI deliverables to ensure quality requirements are met -Providing input into MI Service processes and standards to ensure optimal efficiency and productivity -Reporting on enquiry metrics and insights

## About the Role

### **Delivery of MI services for assigned TA(s), Customer Group(s) or brands**

- Provide timely and quality responses to medical enquiries. Ensure adherence to KPIs with regard to timeliness, and meet the minimum criteria in quality reviews conducted by management
- Write or review MI deliverables to ensure they meet quality requirements –scientifically balanced and evidence-based, adhere to topic/key messages, language and grammar are correct, regulatory/safety/legal aspects are considered
- Provide input into MI Service processes and standards to ensure optimal efficiency and productivity
- Lead the generation of reports for stakeholders on enquiry metrics and insights from countries and regions
- Provide support to management of Congress Medical Information services, onsite and remotely
- Support services for Regional or Country MI teams
- Develop content development for digital platforms

### **Delivery of complex and highly complex MI services**

- Write (or review) complex or highly complex MI services which require the experience and expertise of a Senior MI Manager. This can include services with a mixed model, with the Senior MI Manager working alongside the MI Manager

## Key Performance Indicators

- Client focus 100% compliance with legal regulations, industry codes and internal compliance standards; specific feedback from clients on the efficacy and effectiveness of the service.
- Operational excellence: Delivery of services in line with defined KPI targets to measure service quality

and timeliness.

## Ideal Background

- Minimum: healthcare professional degree or degree in a healthcare-related field
- Desirable: advanced degree (PhD, PharmD, MD) in life science/healthcare

## Language

- Fluent English (oral and written)
- Preferred: a second major European language

## Experience

- Minimum 3 years' experience in Medical Information/Communications in the Pharmaceutical Industry (or related Medical Affairs role)
- Strong knowledge and application of good practices in medical enquiry management and writing for medical information
- Experience with reviewing medical/clinical content and providing constructive feedback
- Extensive knowledge of information resources and the effective/efficient use of them
- Solid understanding of medical concepts and the implications on a broader scale in the Pharmaceutical industry (regulatory, PV, legal, commercial, drug development, etc.)
- Strong client focus
- Strong cross-functional skills and proven experience in collaboration with other departments/groups
- Excellent interpersonal communication and presentations skills
- Demonstrated innovative thinking and solution-oriented problem solving skills
- Ability to manage work output within given timelines

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División

Operations

Business Unit

CTS

Ubicación

México

Sitio

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

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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