

# Medical Operations Associate (MAPs and Evidence Generation)

Job ID  
REQ-10027686  
Nov 22, 2024  
Regno Unito

## Sommario

To support the delivery of Managed Access Programs (MAPs) and studies (Investigator Initiated Trials, Non-Interventional Studies, Research Collaborations and Local Interventional Studies) to high operational standards

## About the Role

### Location:

This is a London head office based role with hybrid working meaning 12 days per month in the office.

Novartis are not able to offer visa support or relocation for this role. Candidates need to have the right to work in the UK permanently before applying.

#LI-Hybrid

### Major accountabilities:

- Operational support for managed access programmes and locally managed studies
- Understands and applies processes, procedures, policies and guidelines
- Understands quality and compliance requirements, identifies risks and develops effective mitigation strategies
- Develops expertise in relevant systems (e.g. GEMs, NCV, etc)
- Manages communications with HCPs to a high standard
- Ensures timely distribution of safety information to relevant clinicians
- Manages internal stakeholders to ensure appropriate input from other teams as needed
- Empowered to be innovative and drive high quality operational delivery across medical affairs team activities
- Identifies ways to optimise processes and reduce risk or improve efficiency
- Assists the team in updating procedures and identifying and raising system improvements that would support delivery
- Demonstrate appropriate values and behaviours
- Understand the different perspectives of multiple stakeholders whilst being comfortable to challenge where appropriate
- Maintain clear and coherent communication, both verbal and written, to understand data needs and report results

**Requirements:**

- Experience of working in an operational or administrative role in the pharmaceutical industry
- Knowledge of the UK health care system
- Understanding of medical affairs including compliance, managed access programs, clinical trials and evidence generation preferred
- Experience of communicating with HCPs is beneficial
- Able to prioritise and manage own time
- Good interpersonal skills and demonstrated team working

**Commitment to Diversity & Inclusion: :**

We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

**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:**

Competitive salary, Sales incentive bonus, Pension scheme, Share purchase scheme, Health insurance, 25 days annual leave, Flexible working arrangements, subsidized dining facilities, Employee recognition scheme, learning and development opportunities.

**Join our Novartis Network:**

If this role is not suitable to your experience or career goals but you wish to stay connected to learn 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>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:

<https://talentnetwork.novartis.com/network>

**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>

Divisione

International

Business Unit

Innovative Medicines

Posizione

Regno Unito

Sito  
London (The Westworks)  
Company / Legal Entity  
GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.  
Functional Area  
Research & Development  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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