



Company Name: Ashfield Pharmacovigilance (Ashfield PV)

Job Title: Program Director

Status: Exempt

Founded in 2000 and acquired by UDG Healthcare plc in 2012, as part of its Ashfield Division, Ashfield Pharmacovigilance (Ashfield PV) is a global leader in safety and risk management services supporting pharmaceutical, biotech, medical device, consumer health and animal health organizations. Uniquely focused on pharmacovigilance, Ashfield PV provides comprehensive outsourced solutions and modified services to augment existing safety departments.

Position Description:

Provide overall direction and management of Ashfield PV client accounts. Collaborate with cross functions to develop strategic plans ensuring that client needs are met. Duties include building and strengthening client relationships, growing business opportunities, financial account management, and oversight of work product commitments and quality. May be responsible for a range of client support activities including proposal development and audit preparation.

Requirements:

Bachelor's degree in a science or healthcare related field preferred with a minimum of five years' relevant industry experience, or a combination of relevant education and experience.

Essential Duties and Responsibilities:

Client Relationship/Account Management

- Proactively seek information about their clients; their client's competitors; relevant information about the products of their clients; and pertinent information about Pharmacovigilance and Ashfield PV's threats and opportunities in the field.
- Conduct regularly scheduled meetings with their clients to include at least one call per month and one client visit per year (exceptions may be made due to client location and travel budget). Communication exchanges with clients will include providing information about the work that Ashfield PV is providing for the client and any successes or challenges associated with that work; relevant research that the client may find useful; an exploration of other service offerings that Ashfield PV may provide to the client and any other information that may aid in the organic growth of existing clients.
- Responsible for knowing each of their client's task orders, what the terms of the task order means to Ashfield PV and the client, and managing expectations and deliverables

within their matrix team to ensure that all elements of the task order are delivered to the client.

- Complete a monthly Project Review. This includes utilizing key finance data to understand and present profit, profit margin, a deep dive analysis of where we are profitable and where we are not, potential threats and opportunities, and an update on all matrix and client meetings that have taken place within that month. Project Reviews are to take place monthly and include other Program Directors and senior management.
- Complete an Annual Client Review that provides an overview of the work that has been completed for the client, the number, type and outcome of client “touches.”
- Partner with Business Development and Sales through weekly BD/Client Services/Marketing meetings to ensure a solid understanding of what is in the pipeline and the impact to Client Services. Contribute insight to Business Development as it relates to pricing, resourcing and other committed deliverables.

Financial/Budget Management

- Utilize proven data and provided tools to effectively manage their matrix team resources and have an established contingency plan for all client and project needs.
- Responsible for building new task orders for clients and managing change orders for the client. Must ensure a gross profit margin of 45-50% unless approved by Senior Management in advance of providing to clients. Must have a well-rounded knowledge of all Ashfield PV services to effectively implement new and changed task orders.

Mentoring

- Provide shadowing opportunities for Associate Program Directors to aid in their development by inviting them to attend Matrix meetings.
- Mentor Associate Program Directors under the direction of the Senior Director, Client Services by sharing lessons learned and best practices; introducing them to key client contacts and key matrix team members; sharing Project Review templates and introducing them to strategies to obtain the correct data for Project Reviews.

Project Management/Oversight

- Effectively lead and influence a cross-functional/matrix environment.
- Conduct, at a minimum, monthly cross-functional/matrix meetings for each client. Ensure that all departments are represented in the meeting, and that the information is shared bi-directionally within the meeting. Ensure follow-up items are managed to completion.
- Utilize a RACI chart to ensure a proper understanding of responsibility for all functions provided to the client and report on progress in monthly meetings.

- Responsible for all aspects of client onboarding, to include completion of start-up documentation, coordination of kick off calls, implementation of matrix meetings and development of RACI chart, finalizing AFT and start-up of Client Plan. Coordinates with matrix teams to identify onboarding needs.
- Responsible for all aspects of client off-boarding, to include acquiring details as to why client is off-boarding, coordinating with matrix teams to identify off-boarding needs and recognizing whether the client is off-boarding or just off-boarding a product.
- Work collaboratively with matrix teams and escalate complex PV issues to Senior Director, Client Services and complex general issues senior management.
- Participate in internal and external audits, responding to any quality issues identified.

Qualified candidates should email their resume to HR@AshfieldPharmacovigilance.com.