

Business Manager – Clinical Trial Services

Location: Marlow, Buckinghamshire
Salary: Competitive
Ref: BAP_BM0722
Hours: Full time
Contract: Permanent

Our Company

BAP Pharma are the fastest-growing, independently owned pharmaceutical clinical trials supply organisation, with specialist divisions in Comparator Sourcing, Secondary Packaging & Labelling and Global Storage & Distribution.

Our story is one of incredible growth and success, which has culminated in receiving many prestigious awards, such as recognition in Diversity & Inclusion and Social & Environmental and the expansion of our core operations internationally.

We are now looking for highly qualified, experienced and passionate professionals who are dedicated to providing unparalleled customer service, to continue to drive our business forward and become a part of our success story.

Job Description

The role of the Business Manager is to manage and develop allocated client accounts with their clinical trial related activities. The key function of the Business Manager role is to plan, execute and deliver comparator sourcing projects according to strict deadlines with all relevant documents. This includes coordinating the efforts of clients, internal stakeholders and third-party contractors to deliver projects in line with agreed timelines and forecasts. This role is client centric and requires keen attention to detail and exceptional customer service. Our core focus is on exceptional customer service and delivery of operational excellence at all times.

Responsibilities

Client & Supplier Management

- Direct and manage client accounts project development from beginning to end
- Prepare quotes, POs and invoices
- Develop and deliver proposals, progress reports and presentations
- Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion
- Continually manage project expectations with team members and other stakeholders and track milestones
- Liaise with suppliers to obtain key documents, e.g., CoA, temp stability data, MSDS, SPC
- Negotiation with supplier for best prices
- Liaise with client logistical departments to ensure supplies are delivered in accordance with client needs
- Liaise with internal and external logistic departments to arrange compliant and efficient delivery of medicinal products
- Liaise with manufacturer Medical Information Departments to address any client product related enquiries
- Ensure relevant documents are prepared and/or obtained for exporting supplies around the globe
- Initiate, maintain and develop commercial relationships with clients, suppliers, and internal stakeholders

Internal Project Management

- Develop key client account plans
- Plan and track project timelines and deliverables
- Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
- Conduct project post-mortems and create a recommendations report to identify successful and unsuccessful project elements

Experience

- 3+ years' direct work experience in a project/account management capacity, including all aspects of project development and execution
- Experience in life sciences or commercial disciplines would be an advantage
- Experience working both independently and in a team-oriented, collaborative environment is essential.
- Working knowledge of Enterprise Resource Management/stock control systems
- Ability to elicit cooperation from a wide variety of sources, including upper management, clients, and other departments
- Adept at conducting research into pharmaceutical products and project-related issues

Requirements

- Educated to degree level or equivalent, higher degree (Masters or PhD) desirable but not essential
- Excellent communication skills, both written and verbal.
- Strong interpersonal skills
- Ability to read communication styles of team members and contractors who come from a broad spectrum of disciplines
- Ability to conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities
- Ability to demonstrate BAP Pharma's Core Values – We Are Respectful, We Are Collaborative, We Are Results Focused, and We Care

BAP Pharma are committed to enabling a supportive work environment, which is diverse and inclusive and based on mutual respect.

We offer comprehensive training and development programmes to employees to enable them to excel in their roles. We provide our team with a platform in which to continually progress and excel and deliver on our promises to our clients.

BAP Pharma – Promise delivered. Our people are results driven, tenacious and customer focused. If you think you have what it takes to be part of a successful team with an exciting future, please apply today!

You can apply to this role through the BAP Careers Portal [here](#).