

PSP Specialist (Fixed Term contractor)

Job ID
REQ-10050514
May 08, 2025
South Korea

Summary

- To specialize in a field of communications and provide quality support on specific communication areas
- Contract Period: 1 year 4 months

About the Role

Major accountabilities:

- Plan, design, and manage Patient Support Programs (PSPs) from start to finish
- Coordinate with internal teams for smooth PSP operations.
- Obtain necessary approvals and maintain accurate program records in Patient oriented program.
- Manage External Service Providers and program status including contracts, training, and quality checks.
- Support data collection and ensure monitoring activities (such as AE Reconciliation and Source Data Verification) are completed on time.
- Monitor program progress, resolve issues quickly, and ensure compliance with laws and company policies.
- Work closely with Pharmacovigilance teams to manage performance, address non-compliance, and implement corrective actions.
- Maintain clear program documentation and ensure proper filing and record-keeping.
- Manage vendor performance and financial/legal processes, including contracts, payments, and quality checks.
- Regularly update internal stakeholders on program status and outcomes.
- Ensure timely reporting of any adverse events or technical complaints according to procedures.

Key performance indicators:

- Number of managing PSPs
- Level and quality of contributions to PSPs
- Communicate with all stakeholders in a timely and proper manner
- Delivery of high performance as agreed in timelines, quality and compliance by ensuring adherence to

international and local regulations and Novartis SOP standards.

Minimum Requirements:

- Graduated 4-year university

Work Experience:

- Pharmaceutical Industry experience an advantage
- Good communication and interpersonal skills
- Excellent organizational skills
- Appropriate computer skills
- Artistic and creative abilities with an eye for detail
- Good understanding of relevant local laws and regulations

Languages :

- English
- Korean

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Division

International

Business Unit

Innovative Medicines

Location

South Korea
Site
Seoul
Company / Legal Entity
KR01 (FCRS = KR001) Novartis Korea Limited
Functional Area
Communications & Public Affairs
Job Type
Full time
Employment Type
Temporary (Fixed Term)
Shift Work
No
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