

# 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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