



JOB DESCRIPTION

JOB DESCRIPTION CREATION DATE:	April 2026
POSITION:	Clinical Supply Associate
BUSINESS UNIT:	Clinical Services
LOCATION:	Craigavon or North West
REPORTING TO:	Project Group Manager
RESPONSIBLE FOR (PEOPLE):	N/A

OVERALL ROLE OBJECTIVE:

CLINICAL SUPPLY ASSOCIATES ARE RESPONSIBLE FOR THE EXECUTION OF SUPPLY CHAIN STRATEGY DETAILS IN SUPPORT OF A CLINICAL PROTOCOL AND PLANNING ACTIVITIES REQUIRED TO ACHIEVE THE OPERATIONAL AND TECHNICAL ASPECTS OF A STUDY. THE EXACT TASKS PERFORMED FOR ANY GIVEN PROJECT ARE BASED UPON THE SERVICES QUOTED.

JOB SPECIFIC RESPONSIBILITIES:

The post holder will:

1. Customer Service:

- Provide customer service that meets or exceeds customer expectations in alignment with business capabilities
- Deliver quoted project tasks on time and as expected by the customer
- Maintain communication pathways with customer and team to ensure accurate and timely exchange of information to support project and supply chain strategies

2. Project Management:

- Create and collate project management artifacts (e.g., agendas, minutes, schedules)
- Generate Almac specific project related documentation for the initiation and management of the protocols
- Coordinate internal and external activities in alignment with project schedules
- Report project budget and scope changes to Clinical Supplies Manager (CSM) in partnership with Business Development to address any modifications

3. Supply Chain Management:

- Fulfil supply chain management support and requirements as described in the customer quote and direct communication.
- Monitor manufacturing, distribution, and returns for the trial in cooperation with the CSM and internal Almac departments.
- Oversee, maintain and manage information to support the clinical supply strategy.

4. Contribute to the creation of the Technical Agreement (TA) to document standard working practices and define responsibilities between Almac and the customer

5. Perform routine supply chain maintenance activities which may include release of orders from the resupply workbench, assessment of forecasts and supply chain strategies, reconciliation of supply data, and various tasks in an IRT, as agreed.

6. Identify risk areas that require escalation to the Clinical Supply Manager such as those related to supply or project timelines.
7. Troubleshoot supply management applications in which there is an interference with smooth supply of materials to sites and depots, such as WebEZ Order Supplies, IRT issues (in conjunction with the Distribution Lead).
8. Develop instructional materials such as slide decks, user guides, and Pharmacy Manuals that are required. Assist in development of Business Review materials.
9. Respond to ad hoc inventory management requests to assure supply demands are met, considering project timelines. Produce ad hoc reports as requested and communicate risks to Clinical Supply Manager.
10. Collate KPIs requested by the Clinical Supply Manager.
11. Organise tasks based on priority and/or requirement
12. Communicate clearly, promptly, and professionally in all formats.
13. Assess situations and make sound decisions, both on behalf of the customer and in the best interest of Almac.
14. Provide attention to detail.
15. Adapt promptly to fast paced environment and changing project requirements and arising urgencies.
16. Perform administrative tasks to assist in the execution of project activities.
17. Fulfill other duties as assigned by Senior Management.
18. Adopt flexible work hours to deliver global customer service needs (ex. Attend client dinners in the evening, as required).
19. Promote teamwork through: Collaboration with internal teams; Participation in meetings; Support of company goals and initiatives; Establishment of rapport and maintenance of respectful, supportive, and positive communication & Adherence to corporate and departmental policies

GENERAL ROLE RESPONSIBILITIES:

Quality	Ensure GMP is adhered to in all areas of work.
Health & Safety	Understand Company's Health & Safety Policy and follow all company HSE procedures. Report all accidents or any unsafe conditions in the work place.
Training and Development	Ensure training has been received before undertaking specific duties and that all training is recorded in training records.
Human Resource Management	Adhere to all HR policies and procedures, to include all absence policies and procedures.
Communication	Communicate within your own department to ensure that all relevant information is forwarded to the appropriate personnel on a regular and timely basis. Provide regular updates to your line manager regarding progress on required duties and the status of any projects.
Equal Opportunities	Observe and adhere to the company's Equal Opportunities and Dignity at Work policies ensuring that a neutral and harmonious work environment is maintained in which bullying and/or harassment does not occur.
Core Competency Framework	Ensure that all job specific responsibilities relating to the overall role objective are carried out in accordance with the requirements outlined within the Almac core competency framework.

By signing this Job Description I accept that I have received and read the Job Description and have accepted the responsibilities identified therein.

EMPLOYEE'S SIGNATURE:

PRINT NAME:

DATE:

This job description should not be regarded as conclusive or definitive. It is a guideline within which the individual jobholder works. It is not intended to be rigid or inflexible and may alter as the Company's strategic direction changes.



PERSON SPECIFICATION

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	ESSENTIAL REQUIREMENT	DESIRABLE REQUIREMENT	ASSESSMENT METHOD
QUALIFICATIONS	Bachelor's Degree Or 3 A-Levels or equivalent, and 4+ years relevant work experience	Bachelor's Degree obtained in a related field, i.e. Science, Business Management or Supply Chain Management	Application Form and Documentary Evidence
EXPERIENCE	Degree with 1+ years Project Management and Operational/Supply Chain Management experience Or 4+ years relevant work experience	- Pharmaceutical industry, clinical trials, health care - IRT - Business to business customer service	Application Form and Interview
KEY SKILLS	As detailed in table below	As detailed in table below	Interview



ALMAC CORE COMPETENCIES

COMPETENCY	BEHAVIOUR	ASSESSMENT METHOD
RESULTS DELIVERY	Delivers results on time, within constraints and in line with company policy and procedure and organisational strategy. Demonstrates a continuous drive for quality and a commitment to excellence.	Interview
PROACTIVE SOLUTIONS	Analyses and uses experience and logical methods to make sound decisions which solve difficult problems. Seeks practical/workable and innovative methods to deliver solutions.	Interview
LEADS BY EXAMPLE	Promotes a clear vision and mission. Acts as a positive role model for the organisation, fostering a climate of teamwork and development.	Interview
COMMUNICATION	Communicates clearly and effectively. Promotes the exchange of ideas and information across the organisation. Fosters dialogue to ensure everyone understands what is going on.	Interview
CUSTOMER FOCUS	Strives to exceed the expectations and requirements of internal and external customer; acts with customers in mind and values the importance of providing high-quality customer service.	Interview
JOB SPECIFIC KNOWLEDGE	Demonstrates required job knowledge and understanding to successfully and competently fulfill or exceed the requirements of their post. Follows correct procedures and guidelines (SOPs). Proactively demonstrates a desire to enhance and develop their job knowledge.	Interview

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