JOB DESCRIPTION	
DATE:	May 2024
POSITION:	Project Distribution Lead
BUSINESS UNIT:	Almac Clinical Services
LOCATION:	NW Office, Derry / Londonderry
REPORTING TO:	Project Group Manager (in Craigavon)
RESPONSIBLE FOR (PEOPLE):	NA

OVERALL ROLE OBJECTIVE:

The principle function of the Project Services department is the day-to-day management of all Almac Clinical Services customers. The department coordinates all aspects of the delivery of the project as specified in the quotation. In order to achieve this, the department is divided into a customer support group and an operations support group. The operations support group is further divided into two key areas: production and distribution. The Project Production Lead is responsible for ensuring the completion of all tasks associated with the successful management of the manufacture and packaging of clinical trial supplies at any Almac Clinical Services (ACS) site. The Project Distribution Lead is responsible for ensuring the completion of all tasks associated with the successful management of the distribution and return of clinical trial supplies at any Almac Clinical Services (ACS) site.

JOB SPECIFIC RESPONSIBILITIES:

The post holder will:

1. Hold full responsibility for the management of projects involving distribution only activities only when no Clinical Supply Manager is assigned. Serve as the primary point of contact for the customer.

2. Responsible for driving the completion of all Project Services distribution related activities.

3. Provide regular updates to the Clinical Supply Manager (where assigned) on the project plan; track the progress of the distribution activities against the project plan and advise the Clinical Supply Manager, when applicable, of any issues arising throughout the course of the project. Escalating project-specific distribution issues to the Project Team or Project Group Manager as appropriate.

4. Direct the activities of Distribution Project Coordinators as required, ensuring timelines and deliverables are achieved. Provide feedback as required.

5. Work with the customer and Depot Management to determine the role of each depot (pass through, pick and pack, etc.) in specific protocol-specific distribution strategies.

6. Verify distribution protocols in the ERP (COSMOS) are set up accurately for distribution.

7. Review and approve distribution instructions/ eDIs, depot project instructions, depot labelling instructions and drug return instructions.

8. Generate Medication Number List Import Form for Distribution - only studies.

9. Work with ALMAC Clinical Technologies and other IRT providers to establish drug shipment details, FTP, and inventory release functionality.

10. Set trigger levels, monitor inventory levels and expiry dates of shipping components (e.g. shippers, temp tales), ancillary supplies (e.g. syringes, dosing instructions/leaflets, alcohol swabs) and ancillary drug supplies (e.g. rescue medications) to ensure adequate levels of inventory are available for subsequent shipments from Almac warehouses and depots. Initiate orders for additional supplies when requested by customer.

11. Coordinate the assembly and distribution of materials for relabeling to sites, depots and clinical monitors.

12. Attend customer meetings to provide training to customers and/or clinical monitors on the distribution aspects of the project.

13. Perform all duties of a Project Coordinator as required.

14. Approve change requests for finished goods receipt and distribution related documentation.

15. Support the generation of timely quality incident reports, and technical queries relating to project specific distribution issues by providing relevant details when requested.

16. Identify, analyze, and solve distribution related issues, ensuring high customer service levels. Take ownership and exhibit professionalism, poise and urgency in issue resolution.

17. Foster synergy with Distribution and Logistics operational groups to create alignment and collaboration in the execution of Distribution tasks.

<u>Customer Service</u>

1. Ensure all customer contact is carried out in a high level of professionalism in order to develop and maintain good working relationships with each customer.

2. Notify Business Development of any additional requests for services by their customers that have not been included in the quotation, to enable Business Development to quote for the services.

3. Receive and follow through on all customer queries ensuring a response is supplied in a timely manner.

4. Coordinate and attend customer meetings, which may require attendance at off-site meetings.

5. Take minutes and generate agendas and action items for customer meetings and teleconferences.

6. Deal with customer complaints according to defined procedures and escalate to the Clinical Supply Manager as appropriate.

7. Maintain a professional approach at all times while representing Almac.

<u>Other</u>

1. Work overtime when and where required.

2. Perform all routine project maintenance and initiate close out activities; ensuring critical tasks are completed in a timely manner.

3. Complete departmental Key Performance Indicators (KPIs) for specific projects as required.

4. Log all billable time in the Timesheet system. When there is no Project Leader assigned, monitor actual hours logged against the estimate in the quotation and inform BD as actual hours logged approaches the estimate (i.e. at 50%, 75%, etc.).

This role requires occasional travel and coverage beyond normal working hours on a regular basis. It is a condition of your employment that you are able to fulfil this requirement of the role.

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 overall	• 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/or Operational experience Or 4+ years relevant work experience	• Pharmaceutical industry, clinical trials, health care • IRT • Business to business customer service • ERP system •	Application Form 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