

# Industry Based Learning Program

## Job Description



<b>Job Title</b>	Quality Assurance Associate – IBL	<b>Dept</b>	Commercial Quality
<b>Line Manager Job Title</b>	Commercial Quality Manager	<b>Location</b>	Abbotsford

### Key Responsibilities (10 bullet points maximum)

Describe the key deliverables to be achieved by the IBL and the ongoing responsibilities of the role

- Primarily undertake complaints handling activities, including complaints receipt, processing, reporting, issue of site responses to healthcare professionals, and monitoring of spikes or adverse trends for specific products.
- Develop an understanding of the GSK Quality Management System (QMS).
- Build strong relationships across Commercial Quality and gain an understanding of key activities with business stakeholders, such as: Customer Support and Logistics, Regulatory Affairs, Medical Information and Pharmacovigilance in order to meet quality objectives.
- Ensure that local processes and systems they use and interact with in the course of their work are in full compliance with the GSK QMS GxP, by performing the following:
  - Undertake QMS and SOP training, as required.
  - Promote QMS principles and seek continuous improvement of processes.
  - Prioritize activities according to the local Quality Plan.
  - Review local Standard Operating Procedures, (SOPs), and undertake assigned activities, as required.
- Apart from complaints handling, undertake assigned activities and support the development of internal systems, compliant to the GSK QMS, amongst the following, as agreed with the Manager, Commercial Quality: Change Control, Risk Management, Corrective and Preventative Actions (CAPA), Management Monitoring and assisting with other ongoing projects.

### Unique selling points of the IBL role

The Quality Team interact with many areas of the Commercial business to ensure that activities are completed right, first time every time.

You will be involved in a variety of QMS related activities throughout the supply chain to ensure the right medicine is available for the right patient at the right time.

You will gain exposure across the Commercial business as our key relationships are with

- Regulatory Affairs
- Medical Information and Pharmacovigilance
- Customer Support and Logistics
- Product complaints handling - Doctors, Pharmacists and patients

### Required Skills

Describe the key skills and level of proficiency required for this IBL role (please see listed suggestions)

- You must be in your penultimate/ultimate year of a Bachelors Degree in Science
- An interest in pursuing a career in the pharmaceutical or consumer healthcare industry is favorable
- Strong passion and interest in the placement field
- Excellent written and oral communication skills
- Initiative and an eagerness to learn
- Customer focus
- High attention to detail, rigor and process
- Excellent project management, in order to manage and prioritise multiple ongoing projects
- Demonstrated ability and desire to learn
- Teamwork, ability to build and maintain relationships
- Ability to quickly build strong internal & external networks
- Support change and innovation
- Strategic thinking and problem-solving skill

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<b>Values</b>	<b>Expectations</b>
<b>Patient focus</b> <b>Transparency</b> <b>Respect</b> <b>Integrity</b>	<b>Courage:</b> <b>Accountability:</b> <b>Development:</b> <b>Teamwork:</b>