



Santhera Pharmaceuticals is a Swiss specialty pharmaceutical company focused on medical science and the development and commercialization of innovative pharmaceutical products for the treatment of rare neuromuscular diseases with high unmet medical need. For further information, please visit the Company's website [www.santhera.com](http://www.santhera.com)

Come and join our team to contribute to providing treatment options for patients with rare diseases that have a severe impact on the lives of affected children and adults. You can make a difference as:

## Operations Manager UK & Ireland

Location: UK, Remote

### Who you are

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We are seeking a highly motivated and experienced Operations Manager to join our dynamic UK & Ireland team. This individual contributor role is crucial to support our launch and growth phase, and ultimately to drive patient access and uptake of our new medicine.

The successful applicant will be comfortable working on multiple projects and topics at one time, managing priorities and engaging with internal and external stakeholders to drive the delivery of key operational activities.

### Scope of Work

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The Operations Manager UK & Ireland role combines elements of team assistant, project manager, customer service and coordination across various departments, specifically focusing on finance, compliance, quality, supply chain, legal and marketing (digital communication), and project management of internal and external meetings/congresses (planning, contracting, managing logistics).

The role reports to the General Manager UK & Ireland. The role is currently 100% home-working. The candidate should be willing to travel as required, HQ in Switzerland or to national and international congresses and internal meetings.

### Key Responsibilities

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#### Team Support and Coordination

- Assisting in scheduling and coordinating meetings, events, and travel arrangements.
- Serving as a liaison between the UK team and the various support functions at headquarters and other affiliates (e.g., Finance, Legal, P&C, IT) ensuring smooth communication and collaboration.
- Monitoring and supporting orders and being the UK point of contact regarding deliveries to hospital pharmacies and home delivery (managed by a distributor).
- Supporting the contact and contracting with external stakeholders, HCPs, vendors, etc. from the administrative perspective.
- Facilitating the team's tasks and processing of financial, accounting, and legal documentation, ensuring completeness and compliance.
- Tracking marketing budget and ensures adherence to internal & local guidelines.
- Managing materials stock and distribution (e.g. clinical papers), assisting with ad hoc request from UK & Ireland colleagues and external customers.

- Managing workflows for local approval of materials (Medical Legal Review) via Veeva PromoMats and supporting the team with Veeva, and material withdrawals.
- Acting as Customer service to intermediate the communication between external and internal stakeholders.

### **Finance/Legal Tasks**

- Tracking and managing UK orders, requests, invoices, and payments in collaboration with finance, supply chain and out local distribution partners.
- Supporting the UK leadership team with sales and OPEX forecasts.
- Assisting the UK leadership team (GM, head of medical affairs, head of field ops and marketing) with reporting, internal controls, budgeting financial management and others.
- Tracking contracts from draft to execution; assisting in preparation, signatures and management of contracts in collaboration with legal.
- Maintaining a good record and filing of all key documents related to the Com Ops activity.
- Tracking compliance & Transparency administration & reporting.

### **People & Culture Tasks**

- Supporting recruitment activities by scheduling interviews.
- Maintaining the staff aligned with company policies for what is concerning P&C, Compliance, Quality and Training.

### **Required Qualifications & Experience**

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- Bachelor's degree in a relevant field, or equivalent working experience (e.g., business administration).
- Min 4 years' experience in general and financial administrative support, project coordination, or a similar role within a global or multicultural environment.
- Previous experience in pharmaceutical/biotech industry.
- Ability to collaborate effectively with cross-functional teams and external stakeholders.
- Affinity to figures and IT systems; experience in working with standardized IT workflows.
- Advanced user of Microsoft Office (Excel, Word, PowerPoint and Outlook) and data processes on mainframes (such as CRM, GP and any other relevant IT systems).
- Fluency in English, both written and oral is mandatory; additional languages constitute a plus.

### **Desirable Qualifications & Experience**

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- Previous experience in rare diseases biotech companies is advantageous.
- Experienced user of Veeva PromoMats and Veeva CRM a plus.

### **Required Competencies & Skills**

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- Strong interpersonal, communication, and relationship-building skills with a focus on customer satisfaction.
- Results-driven, proactive, entrepreneurial, and accountable, with a strong sense of ethics.
- Adaptable and collaborative, excelling in cross-cultural and team-oriented environments.
- Strong organizational skills, attention to detail, and effective time management.
- Resilient, flexible, and able to manage ambiguity in demanding environments while maintaining focus on results.
- Ambitious, dynamic, and disciplined, with a play-to-win mentality.
- Strongly adhering to Santhera core values: Accountability, Respect, Passion, Commitment and Collaboration.

For this position, the relevant working/residency permit or UK/Irish-Citizenship is required.

If you are interested in a multicultural, challenging, and innovative working environment and your profile matches our requirements, we are looking forward to receiving your online application in English via LinkedIn or Email, at [career@santhera.com](mailto:career@santhera.com)

**Strictly no agencies:** Recruitment agencies are kindly invited to refrain from sending unsolicited CVs to Santhera.