



## Client Support

### Summary

Work directly for clients including some of the biggest pharmaceutical companies in the industry and gain exposure to a wide range of clinical studies while feeling valued and supported in your day-to-day work.

### Personality

- Independent.
- Self-starter.
- Motivated to continually learn and proactive in self-development.
- Enjoys guiding and mentoring teams.
- Good communicator across multiple disciplines and levels.

### Responsibilities

- Work directly with clients, acting as the responsible programmer for one or more studies within a clinical project(s).
- Review study documents as required.
- Work closely with client personnel and participate in study-related meetings and activities.
- May perform an oversight role on behalf of clients.
- Review and input into submission documentation.
- Contribute to and review abstracts, posters, presentations, and manuscripts for publication.
- May support and mentor more junior programmers on the team.

### Daily Interactions

- Work as an extension to client teams, building effective collaborative relationships and providing an effective link between study discipline leads, including statisticians, clinicians, project managers, regulatory affairs colleagues and other programmers.
- Communicate successfully with the study team and contribute programming expertise as required.
- Share scientific, technical and wider domain knowledge (including clinical trial, and therapeutic area) with the client study teams and internal colleagues.

### Opportunities

- Developing and executing innovative programming solutions.
- Contributing to business process improvement.
- Contributing to submission planning.
- Input to ad-hoc deliverables such as abstracts, posters and publications.
- Peer mentoring.

### Beneficial experience

- Understanding of the clinical drug development process and relevant disease areas.
- Awareness of industry and project standards & ICH guidelines.
- Excellent interpersonal and communication skills.
- Appreciation of end-to-end data governance and regulatory requirements.
- Ability to work independently and as part of a team.