

Patient Journey Manager - Denmark

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Company: Kyowa Kirin

Location: Denmark

Category: healthcare-practitioners-and-technical

Overview

At Kyowa Kirin International (KKI), our purpose is to make people smile. This means more than drug discovery and development; it is about embedding care into everything we do to make a difference every day for those that need it most. We're an inclusive pharmaceutical company that takes time to understand what really matters to our patients, their families, and their healthcare professionals, helping our people to take bold actions that deliver life-changing solutions sooner. Our culture is rooted in our values: Teamwork, Commitment to Life, Innovation, and Integrity. They help us to push boundaries to deliver extraordinary impact and make KKI a brilliant place to work.

Job Purpose

Face of KKI, as single point of contact for HCPs and associated stakeholders. A Field based omnichannel conductor, with intimate knowledge of entire patient journey, focused on delivering a personalized, high value customer experience, shortening the patient journey and improving outcomes aligned with KKI's Rare Disease portfolio.

Partnering with internal and external stakeholders to deliver high quality scientific exchange, co-create and orchestrate initiatives, aligned to KKI priorities and strategy across the entire patient journey that deliver improved outcomes and optimize the impact of KKI products to the benefit of patients aligned with our mission to make people smile.

Responsibilities

Single point of contact for HCPs and stakeholders, an ambassador for Kyowa Kirin within geography responsible for local implementation of Cluster & International Strategy and

Patient and Customer Plan (PCP).

Build business account strategies with practical insight from the field , applying the company vision, and develop the territory business plan following this strategy. Align and embed projects and plans to the overall brand plan by **working cross functionally** with Medical Affairs, Marketing, and Payer Value & Patient Access.

An intimate understanding of entire **patient journey, supporting ability to innovate and partner on interventions at any touchpoint, that** shorten time to diagnosis for patients. Regarded as expert by cross functional team.

Scientific and clinical knowledge of Nephrology and Haematology Oncology and KKI products that enables confident scientific and clinical discussion.

Orchestrates and implements and contributes to omnichannel engagement strategy leveraging KKI assets, content and aligned to HCP preference and personalized value and experience.

Achieve sales target and KPI's through development of local account plans and execution of core strategy.

Project manage agreed plans and initiatives to deliver on patient focused outcomes, in line with agreed budgetary requirements.

Identify, develop, engage, and maintain professional relationships with external stakeholders including key treatment centres, clinicians managing patients, mapping of centres of expertise and medical experts in the area.

Build networks that reflect entire patient journey, partnering with HCPs to provide solutions that benefit customers, patients and KKI.

Demonstrate a working understanding of health policy, rare disease and pharmaceutical industry environment, and the levers for influencing policy change.

Proactively communicate insight and intelligence from KEEs (Key External Experts) and other stakeholders to shape strategy and support local and National solutions to benefit patients and unmet need.

To attend local and international scientific meetings to update knowledge and develop relationships, taking an active role in Symposiums and Scientific Meetings. Provide briefing to the speakers of scientific events.

Organize and act as a speaker in Clinical Sessions in hospitals in order to update on relevant scientific updates.

Plan & deliver medical education programs using approved resources and tools, to improve patient outcomes and optimize the use of Kyowa Kirin products.

Timely and accurate use of the customer record management (CRM) system and submitting of managerial reports.

Ensures all activities and projects are carried out in compliance with the relevant laws, code(s) and guidelines.

To be aware of Kyowa Kirin Group Code of Conduct and associated policies and procedures and other applicable laws, codes and regulations.

Comply with the Kyowa Kirin competences, in terms of expected values and behaviours, in addition to Kyowa Kirin's HR policies, procedures and guidelines.

Ensures all activities are carried out within the framework of pharmaceutical regulations, strategy, and the company's quality policy. Follows the promotional information charter and applies it according to the terms of any certification reference framework in force. Applies Kyowa Kirin's processes which consider the regulations in force (promotional information charter, advertising, anti-gift law, transparency, pharmacovigilance, GDPR, etc.).

Qualifications

ABPI or country scientific equivalent (or achieved within 2 years of commencing role)

Experience of field Medical or Commercial roles within Rare Disease

Stakeholder and KEE/TAE management experience

Digital experience/expertise (multichannel management and Virtual engagement, email, webinar, Zoom/Teams)

Excellent local language required; good English preferred

Knowledge of local, regional, and national health systems and care delivery processes

Options

Kyowa Kirin International is an equal opportunities employer. If you require any additional support through the interview process, you can raise this in complete confidence.

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