

Operations Coordinator

Department: Operations

Reporting to: Julie-Ann Marshall, Clinical Project Director

People Manager? No

Location: Bottisham, Cambridge

Contract: Permanent

Working pattern: Full time

About Us:

We are a talented global team of around 80 people, based in the UK, Canada and USA. Backed by over 30 years of scientific discovery and validation, Cambridge Cognition offers the end-to-end platform for CNS clinical trials. Our technologies are reliable in-clinic or at home for an improved patient experience and accelerated drug development.

We aim to improve the health of people worldwide with innovative assessments and digital biomarkers that provide researchers with precise measures of patients' symptoms. We lead in CNS research and are broadening our impact across therapeutic areas.

Are you interested in working for a company whose main goal is to make a difference to the health of current and future generations, through the knowledge and experience of our passionate team?

Role Summary:

We are looking for a highly organised and methodical Operations Coordinator to support our Operations Function. You will be the first point of contact for inbound customer communication and an integral team member in ensuring that clinical trials and academic sales are running smoothly, supporting deployment of hardware as well as software set up.

This role reports into the Clinical Project Director, as part of the Operations Team. You'll be an Operations Coordinator playing a key part in delivering pharma clinical trials and academic sales.

This is a busy, hands-on role, where you will need to adapt with the requirements of the Operations and Logistics functions.

What you'll be doing:

As Operations Coordinator, you will:

- Handle inbound customer communication (email, support requests, calls) across Academic, Pharma, Healthcare from a sales, science, technical or finance perspective for initial screening and routing.
- Input of contact and site information into the Company's management system (NetSuite)
- Communicate with personnel at study sites under guidance to provide trouble shooting support and resolve issues (including technical).
- Maintain Trial Master Files for clinical studies ensuring documentation is complete and filed correctly.
- Ensure equipment / documents for clinical studies, research projects and internal employees are configured correctly, quality checked, packed, and shipped within required timelines including preparation of shipping and export documentation.
- Set up all Connect, Mobile and Insight Licences for academic clients.
- Ensure quality documentation (SOPs, WI, Templates etc) are maintained and up-to-date.
- Assist team members with deployment and testing of hardware and EDC software as required.
- Raise purchase orders for hardware / stock and ordering when necessary to fit demand.
- Provide data for monthly reports for both clients and internal use.
- Support clinical project managers in delivering clinical trials; granting user accounts, reviewing/provision of training, creation of study trackers, review and creation of project documentation.

What we'd love from you

Essential:

- ◆ Excellent communication & inter-personal skills.
- ◆ Strong team player with exceptional organisational skills.
- ◆ A methodical approach of working, with high attention to detail.
- ◆ Proficient in Microsoft Word and Excel and excellent IT skills
- ◆ Experience of working on project-based tasks.
- ◆ Excels in fast-paced and dynamic environment and adaptable to changing priorities.

Desirable:

- ◆ Experience in logistics, including raising paperwork and supporting shipments to ensure devices arrive on time.
- ◆ Experience of the academic or pharmaceutical industry, clinical trials and client communication
- ◆ Experience of import and export of goods would be ideal.

What we can offer you

- Be part of a friendly team that are driven to achieve commercial success and have a positive impact on global health
- Flexibility – our head office in the UK is in Bottisham, Cambridge. Due to the nature of our work, the logistics team do a minimum 3 days in the office per week but more may be required as and when the business needs and the rest of the week from home.
- 26 days annual leave per year plus bank holidays (including 3 days for Christmas break) with a holiday buy/sell scheme
- Generous pension with up to 6.5% company contribution, (minimum 2.5% Employee Contribution)
- Life assurance 2x base salary
- Private Health Insurance - Bupa Insurance, Simply Health Cashback Scheme
- Employee assistance programme including 24/7 virtual GP

Please note we aren't a sponsoring employer. This means we're unable to consider applications from candidates who are not eligible to work in the UK.

Cambridge Cognition is an equal opportunities employer, we are committed to equality of opportunity for all employees and application from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief, marriage, and civil partnerships.