

Project Pharmacy Manager

Title	Project Pharmacy Manager: Medical Supplier Capacity Building Project
Location	RI Countries of Operation, CET +/- 3 hours
Travel	Up to 30%
Job Family and Level	T6 – technical, level 6
Pre hire checks	This role is classified as requiring enhanced due-diligence

1. Scope

Responsibility	Global
Department	Programs
Reporting to	Project Director Capacity Building Medical Supply Chain, with a dotted line to Global Pharmacist
Direct reports	0
Budget responsibility	N/A
Relationship management	RI local teams, selected partners, National Ministry of Health, Medical Regulatory Authorities and Pharmacy Association, as well as peer iNGOs, aid sector donors and aid sector medical supply procurement agencies

2. Context

Relief International (RI) is an international non-profit organization that partners with communities impacted by conflict, climate change and disaster to save lives, build greater resilience and promote long-term health and wellbeing.

Our team of more than 7,000 staff and local volunteers work in 15 countries across Africa, Asia, and the Middle East, providing Health and Nutrition, WASH (Water, Sanitation, and Hygiene), Education and Livelihoods programming that creates the foundation for community resilience.

We do this by working with local actors to develop safe and inclusive local programming that is evidence based, conflict sensitive, climate smart, and reaches those in need.

Relief International is an alliance of four organizations with one shared mission, comprised of Relief International, Inc., Relief International-France, Relief International-UK and Relief International-Europe, which operate under a one-team concept under a single senior leadership team.

3. Job Profile

About the Project

RI has recently entered into a partnership with Takeda Pharmaceuticals to implement a 4 year project medical supply chain project. This project will focus on building the capacity of 20 local pharmaceutical and medical device suppliers in four countries where Relief International (RI) has existing programming: Afghanistan, Yemen, Myanmar, and Syria. In these countries, local pharmaceutical and medical device suppliers face gaps in the timely supply of quality pharmaceuticals and medical supplies that are required to support humanitarian response. The proposed capacity building will enable the suppliers to meet internationally recognized standards required to support humanitarian responses with quality medical supplies, benefiting not just RI, but the humanitarian community as a whole.

The project will engage global medical supplier quality assurance and capacity building partners who will conduct partner baseline assessments, support suppliers with capacity building, including with seed funds for supplier improvements, and conduct post capacity building medical supply quality assurance audits to demonstrate the level of medical quality assurance achieved with the supplier.

The project will engage with all relevant stakeholders, including with RIs local teams, selected partners, National Ministry of Health, Medical Regulatory Authorities and Pharmacy Association, as well as peer INGOs, aid sector donors and aid sector medical supply procurement agencies.

Position Summary

The project Pharmacy Manager will work under the Project Director, in close collaboration with the project Supply Chain Manager to technically support activities of the project including RI and

partner project deliverables. The Project Pharmacy Manager will provide technical leadership to ensure that the program's objectives are met in the 4 countries included in the project. The project pharmacy manager will have local support and give guidance to a country pharmacy advisor in each of the countries. This includes ensuring technical quality, stakeholder engagement, supporting coordination of activities with key stakeholders, supporting technical capacity building of suppliers, inputting into reports and supporting the project team to improve local medical procurement. The Project pharmacy manager is expected to adopt an adaptive management approach, working with all stakeholders to meet the project deliverables.

4. Key Responsibilities

Accountability and Complexity

- Is a "People Manager." Acts as a resource for colleagues with less experience
- Provides subject matter guidance to more junior staff
- Works autonomously within established procedures and practices
- Provides technical supervision of services or projects
- Impacts the quality, timeliness and effectiveness of team
- Represents RI externally with donors, partners, and communities
- Impacts the safety and quality of RI projects, operations, funding and teams
- Gathers and analyses data to identify and solve problems that arise with existing precedent
- Problems are moderately complex and require skills to resolve. May use discretion to modify work practices and processes to achieve results, improve efficiency or resolve situations independently.

Essential Duties

- Be part of the core Takeda project team and work closely and collaboratively with the project director, the HQ project Supply Chain Manager and country office staff in project related countries to enable project success
- In collaboration with the project sub-contractor(s), lead on engagement with national health stakeholders to ensure buy-in and support for the project and its sustainability post project (medical regulatory authority, ministry of health, pharmacy associations, public sector medical procurement departments, etc.)
- In collaboration with the project sub-contractor(s), lead on engagement with national peer health stakeholders to ensure their understanding, buy-in and support for the project (INGOs, Health Clusters, aid management partners, UN stakeholders, etc.)

- Reach out to other INGOs active in the project countries, to get buy-in and harmonize product portfolios, and develop support for harmonized quality standards
- Lead initiative to expand and enhance the RI database for medical products including the RI Medical Supply List (MSL), manufacturers, distributors to include relevant quality data about products and suppliers
- Support the HQ Supply Chain and Procurement Coordinator on sourcing and verifying medical assurance quality certificates with local suppliers to enable RI to conduct and improve local medical supply procurement
- Support sub-contractor activities as agreed in the sub-contractor agreement (e.g. with supplier visits, access and checks)
- Support on the selection of local suppliers in the target countries
- Support the project sub-contractor to build the capacity of selected suppliers in selected topic areas as per the agreed capacity building plans
- With support of the CO Pharmacy advisor, lead in conducting regular reviews and assessments of sub-contractor work and progress and providing inputs into required reports
- As requested, support and advise on other pharmacy related tasks to strengthen capacity for local medical procurement in country
- Use the experience, best practices and lessons learned during the project to build models and guiding principles for replicating the success to the other 12 RI countries and other countries with similar challenges.
- Monitor & report on targets vs actual

Behavior and Conduct

- Will ensure the highest standards of behavior inside and outside of work promotes the values in RI's code of conduct and safeguarding policies
- Will be a model for ethical conduct standards for other team members
- Will ensure own actions and the actions of the teams members they manage do not impact the safety of the RI team and the vulnerable communities we serve
- Will ensure external stakeholders are aware of RI conduct and reporting mechanisms
- Report any concerns

5. Person Specification

Skills, knowledge and expertise required for the role.

Essential criteria

- A Masters' degree or higher in pharmacy or a related field, with at least 8 years of experience; or a Bachelor's degree and 12 years of experience.
- Proven experience in dealing with multiple stakeholders in challenging environments.
- Proven experience with projects that have large medical supply components in complex contexts
- Proven track record in project progress monitoring, tracking and reporting, qualitative and quantitative
- Knowledge of donor and other international medical quality assurance standards
- Comprehensive understanding of medical product quality assurance certification
- Demonstrated ability to work with remote management approaches and achieve results toward a common goal.
- Demonstrated experience in coordinating programs with a technical scope similar to the activity, especially focusing on medical procurement & supply chain.
- Demonstrated leadership skills in working collaboratively with donors, host country institutions, and international organizations.
- Experience managing stakeholder expectations.
- Demonstrated team player
- Proven ability to speak and communicate effectively, and to tailor messages to different audiences.
- Experience of successfully operating in an international environment with people from diverse backgrounds, cultures, and technical areas.
- Experience of solving complex issues through analysis, definition of a clear way forward and ensuring buy-in.
- Ability to act independently to identify and analyze problems and recommend effective solutions.
- Excellent organizational skills with the ability to prioritize and manage multiple responsibilities, meeting deadlines.
- Strong oral and written communication skills. Fluency in English required.

6. RI Values

Guided by the humanitarian principles of humanity, neutrality, impartiality, and independence, as well as “Do No Harm,” Relief International Values:

- Integrity
- Adaptability
- Collaboration
- Inclusivity
- Sustainability