

## Pfizer UK Undergraduate Programme 2019/2020

### Data Privacy and CEP & CIT Support Services Undergraduate

#### UK Commercial Operations

#### CSS/Data Privacy

#### Department Overview

Commercial Operations (CO) is a Global Enabling Function that develops and delivers high quality, industry-leading commercial services to Pfizer's Pharmaceutical Businesses.

The UK team focuses on providing services, operational support and strategies for the UK Commercial Businesses which drive **excellence in customer interactions**. We do this in a number of areas:

- **Customer Engagement Programs (CEP) & Customer Interaction Tracking tools (CIT) Support Services (CSS)** – provides end to end support to commercial colleagues, maximizing the value of 2-way communications with external stakeholders whilst maintaining Pfizer's commitment to patient safety.
- **Data Privacy** - provides end to end support to commercial colleagues on all aspects of Data Privacy ensuring that the Data Privacy life cycle is put at the forefront of all commercial activities.
- **Digital Channel Enablement (DCE)** - provides expert digital marketing strategy, cutting-edge channels and industry-leading operations to ensure our customers receive communications relevant to them, via the channel they prefer and at a time that is convenient to them.
- **Sales and Marketing Services (SMS)** - develops and delivers field force and marketing-related services to increase the effectiveness of our customer-facing colleagues through the provision of key data, insights, analytics and sales force optimisation.
- **Customer Events & Engagement (CE&E)** – supports the delivery of meetings and congresses ensuring corporate and market compliance regulations are respected.
- **Training** - design and deliver training solutions to drive customer facing colleagues' effectiveness in their roles.

Each function has a corresponding global Centre of Excellence and support from a Regional Solutions Team.

In Commercial Operations, we are committed to providing a truly developmental and career building experience. Whilst this role will predominately focus on Data Privacy and CSS it will also provide the opportunity to gain insight into the other Commercial Operations departments during the year to gain a complete view of Commercial Operations at Pfizer. This will enable a broad appreciation of the functions and provide many interaction points with colleagues from across the company (Commercial/Marketing, Medical, Business Technology)

This role will deliver a truly memorable placement by exposing you to all areas of the commercial and business environment here at Pfizer UK.

## What can I achieve and what will I be responsible for whilst completing a placement at Pfizer?

This role provides an opportunity to fully understand and get involved with projects related to two very important compliance processes for Pfizer: Product Safety monitoring of commercial interactions (applicable to any pharmaceutical company), and Data Privacy (applicable to any organisation, large or small). Both these compliance areas are strongly regulated by external regulatory authorities. This will be a great opportunity to gain an in-depth understanding about these compliance requirements. You will understand the journey undertaken by a large organisation such as Pfizer to ensure the systems and processes become business as usual in every part of the business.

You will provide analytical and project support for the Data Privacy Steward and the CSS team through monitoring and reviewing the overall effectiveness of compliance processes. You will be responsible for supporting the implementation of a range of policies and procedures associated with Data Privacy and Product Safety monitoring.

The General Data Protection Regulation (GDPR) is a new data privacy regulation which has meant the introduction of new business processes in order to meet our regulatory requirements. You will support the Data Privacy Steward with managing Individual Rights Requests and Data Protection Impact Assessments. You will complete in-depth analyses of current processes in order to support continuous improvement so that the business delivers its regulatory requirements in the most effective way.

The vision of the CSS organisation is to deliver thought leadership and fit-for-purpose services to ensure commercial customer facing interactions provide a competitive advantage for Pfizer by balancing business value and risk, driving quality to enable compliance and optimising operational efficiency. You will support the CSS team with managing day to day activities and requests from commercial colleagues. You will have an opportunity to complete an in-depth analyses of certain processes in order to support continuous improvement of the CSS service.

Other responsibilities will include:

- Support delivery of training to colleagues
- Support the team with audit preparation
- Increase the visibility of CSS and Data Privacy with colleagues through the use of our internal social media platforms.

## What other opportunities and benefits do Pfizer offer?

There will be opportunities to interact with all seven UK commercial businesses and the key enabling functions. This gives a rare opportunity to get a broad view of a large organisation. The role provides an ideal environment for developing problem solving and continuous improvement skills. Good scope for developing analytical, data mining and system development skills.

Within the role you will have access to a variety of learning and development experiences both through on-the job experience but also through regional and global cross-functional projects, training courses and development days and by attending conferences and participating in team events.

You will receive a competitive salary along with benefits including 25.5 days annual leave

### When can I start?

Placements will start on 2nd September 2019 and will run for 12 months.

### PERSON SPECIFICATION

Type of person we are looking for, in relation to 'Skills', 'Knowledge' and 'Motivation':

#### **Skills**

Role would be particularly suited to those with strong analytical skills, an eye for detail and an interest in process improvement.

#### **Knowledge**

Due to the compliance processes involved, the role would be particularly suitable for those interested in legal, compliance and regulatory roles as well as business studies

#### **Motivation**

Excellent opportunity for those looking for a broad understanding of commercial operations within the pharmaceutical industry

**Please note that we only accept application forms. Please do not send over your CV or cover letter as they will not be considered.**