

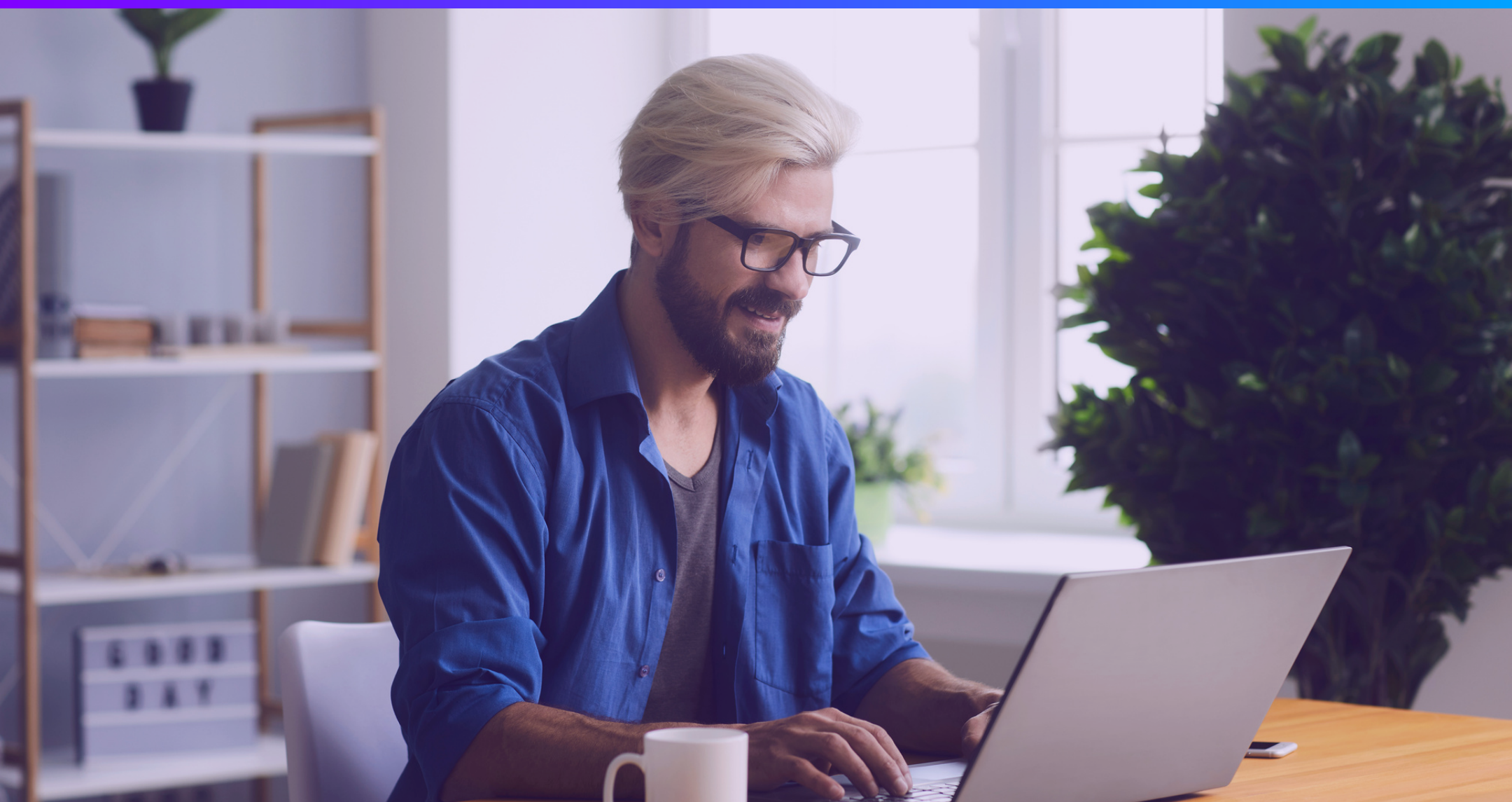
SENIOR MANAGER COMPLAINT HANDLING



Remote in Sweden



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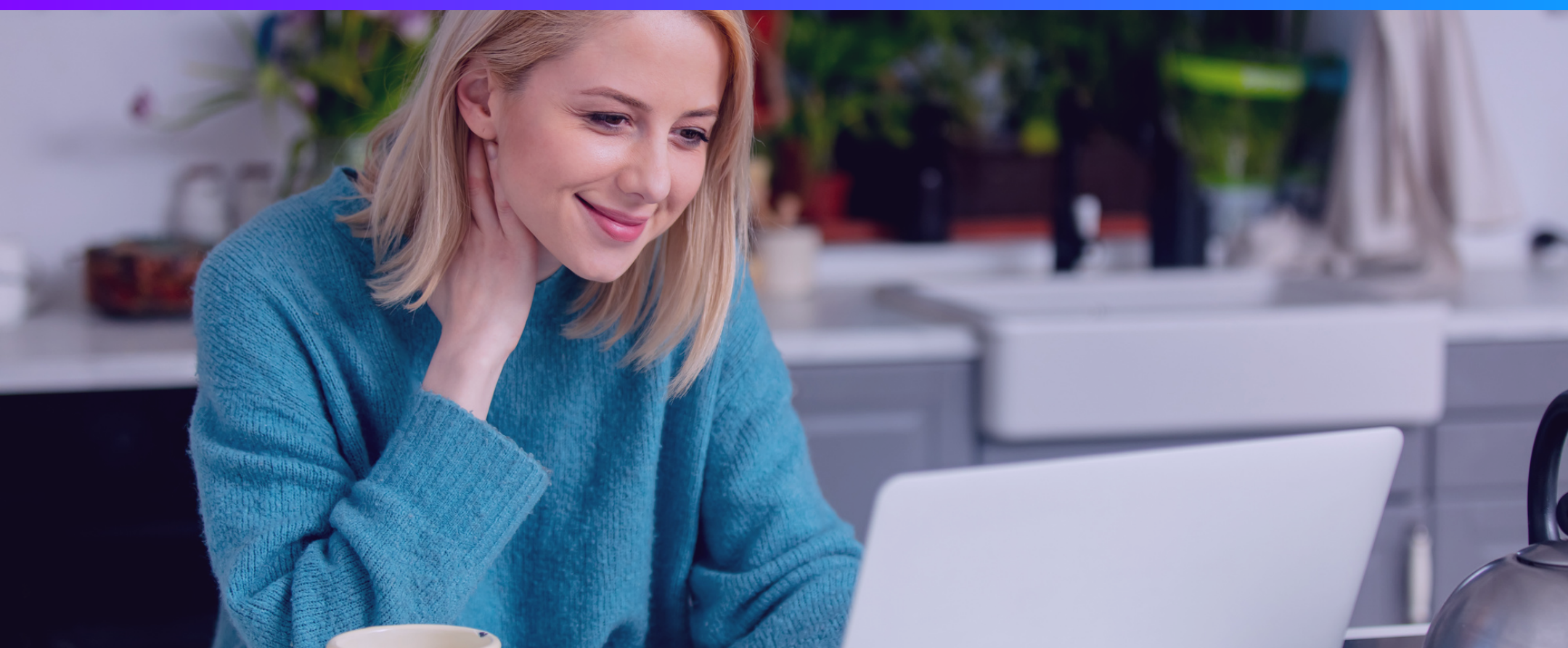
Are you an experienced leader in the area of complaint handling for medical devices and/or pharma? Do you like to drive improvements and make an impact? Could it be time to take the next step in your career?

THE COMPANY

This company has been enhancing performance in healthcare across the world for over 150 years so have a huge amount of history behind it including being the first company to mass-produce dressings for wound care. Even though they have developed and manufactured many revolutionary devices, the innovation doesn't stop and is done in-house!

They are always looking for new ways to improve not just in what they produce but also how they do business so have recently undergone a huge business transformation.

The value of work-life balance is strongly recognised here so, even though the headquarters are based in Sweden, this opportunity is open to be based from home anywhere in Europe. If you





THE OPPORTUNITY

This is a chance to step into a newly created position strategically leading the global product complaints department (double-layer management) in a well-established global player. As a leader for a team of 12 (including 1 team manager), you will also be responsible for nurturing and developing your team to support their professional growth. To keep in touch with the technical elements, you will oversee the whole life cycle end-to-end and ensure that all the necessary deliverables are met within your team.

You can expect this function to have a lot of collaboration with key process owners across R&D and other quality teams to make improvements to the relevant processes, increasing their efficiency. This position has patient safety at its core so if you are passionate about improving patient's lives this is a great opportunity to have a true impact on them as well as the customer and organisation.





AS GLOBAL MANAGER COMPLAINT HANDLING YOU WILL (NOT AN EXHAUSTIVE LIST):

- Take ownership of the field safety corrective action (FSCA) and complaints process end-to-end
- Plan and prioritise the team's focus for global product complaints to ensure the team meets key deliverables in a timely and compliant manner
- Coach, train and develop the team to meet professional and business goals
- Drive improvements for existing processes and tools to increase their effectiveness and efficiency and/or develop new processes
- Remain accountable for processes related to product complaints, reportability decisions, ICSR, FSCA and vigilance as outlined in the QMS as well as submitting relevant incidents to NCAs
- Lead investigations on complaints from contract manufacturers in collaboration with the suppliers
- Uphold relationships and communication with key internal stakeholders across Regulatory Affairs, Quality, R&D, Operations and Commercial to ensure global targets are met efficiently
- Represent the Global Product Complaints team during internal and external audits and inspections for medical devices and pharmaceuticals
- Work closely with the owner of the PMS process



YOUR QUALIFICATIONS

- 8+ years of experience in complaint management for medical devices with a wider knowledge of Quality
- 5+ years of managing teams
- Eligibility to live and work in Sweden

Interested to explore this further?

Please send your CV to

kristina@elemed.eu to arrange a confidential career discussion.

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