Santhera Pharmaceuticals is a Swiss specialty pharmaceutical company committed to the development and commercialization of innovative medicines to meet the needs of patients living with rare diseases.

At Santhera, our people are the driving force behind our success. Our collective loyalty, courage, and resilience set us apart and help us thrive through change as a collaborative team. We create a purposeful workplace where your contribution matters, growth is fostered, and together we make a real impact for those living with rare diseases and for each other.

Come and join our team to contribute to providing treatment options for patients with rare diseases that have a severe impact on the lives of affected children and adults. You can make a difference as:

Key Account Manager Italy, North

Location: Italy (Remote)

Scope of Work

Santhera Pharmaceuticals is seeking a Key Account Manager Italy (KAM), a field-based professional working closely with stakeholders, responsible for supporting patient access across key hospitals and NeMO Centres and for promoting appropriate awareness and adoption of the product through the development and engagement of Key Opinion Leaders and prescribers.

This is a new position aimed at further strengthening our growth plans, with a primary focus on Northern Italy and responsibility for developing and implementing tailored plans for key strategic hospitals across the territory. The KAM will identify and prioritize key hospitals and strategic centres and will drive hospital formulary inclusion, leveraging complex stakeholder management. Furthermore, the KAM will develop, implement, and monitor dedicated plans to achieve objectives aligned with the national operating plan.

As a member of the Italy Team, the KAM will share best practices, contribute to the success of the team, and act with a responsible, patient-focused approach to achieving company objectives. This role reports directly to the Director Commercial Operations, Marketing & Tender Management.

Key Responsibilities

- This is a field-based position, with the most stakeholder interactions taking place in person (85%), as well as virtually. The KAM will actively manage relationships with key hospitals and reference centres across the territory and ensure appropriate and timely follow-up.
- Develop, implement, and manage dedicated plans for hospitals and reference centres, in line with the overall national operating plan.
- Drive Hospital formulary inclusion (PTOR) and patient pathway mapping.
- Support patient access through engagement with hospitals and reference centres, KOLs and their respective multidisciplinary teams.
- Gather field insight to support brand strategy.
- Build and maintain strong relationships with internal and external stakeholders.
- Complete all administrative tasks, provide feedback and comply with all relevant guidelines and policies.
- Participate in meetings, congresses and events at regional, national and, occasionally, international level.
- Maintain a high level of scientific knowledge.

Required Qualifications & Experience

- At least 5 years of experience in field-based roles within the biotech or pharmaceutical industry; experience in rare diseases is strongly preferred.
- Experience in the launch of rare diseases drugs.
- Ability to navigate complex buying processes involving multiple decision-making
- Demonstrated ability to understand and communicate complex concepts.
- Additional experience in medical or marketing projects would be an advantage.
- Proven experience managing a territory and building effective relationships with key centres.
- Strong stakeholder engagement, analytical, and strategic planning skills.
- Strong written and verbal communication and organizational skills.

Required Competencies & Skills

- Excellent communication and interpersonal skills.
- Strong project management, planning, and organizational skills.
- Ability to work independently across a broad geographic area and at regional level.
- Curious and comfortable working in an evolving environment, with sound judgement and the ability to make informed decisions in close collaboration with the line manager.
- Collaborative, team-oriented and respectful, with the ability to work effectively across functions and contribute to shared goals.
- Good working knowledge of Microsoft Office, Veeva and CRM systems.
- Based within the defined geographic area.
- Valid driver's license and no significant driving offences on record.

If you are interested in a multicultural, challenging, and innovative working environment and your profile matches our requirements, we are looking forward to receiving your online application in English via LinkedIn or email, at career@santhera.com

Note for agencies: Recruitment agencies are kindly invited to refrain from sending unsolicited CVs to Santhera.