



Company Details Confidential



#JOB-2458302



4045 Kingswood Road, Dublin 24, D24 V06K



No of positions : 1



Paid Position



37.5 hours per week



40000.00 Euro Annually



16/07/2026



13/08/2026

How to apply

Application Method :

Not available



Open your camera app & point here to view this ad online



Hospital Operations Specialist

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Key Responsibilities

Customer Service & Order Management

Support the Sales & Customer Services Manager and Team Lead in delivering best-in-class customer service while contributing to the achievement of monthly sales and service targets.

Manage customer orders end-to-end, ensuring accurate processing, timely fulfilment, and adherence to agreed SLAs.

Act as a point of contact for customer queries, ensuring prompt resolution and a high standard of communication.

Maintain strong organisational and time management practices to support daily operational efficiency.

Operational & Supply Chain Coordination

Establish and maintain effective relationships with vendors and suppliers, including raising purchase orders, tracking shipments, and managing backorders.

Coordinate cross-functionally with internal departments (Operations, Finance, Quality, Procurement) to resolve issues and ensure continuity of supply.

Support the management of time- and temperature-sensitive products, ensuring full compliance with GDP and controlled distribution requirements.

Monitor and maintain product master data to ensure system accuracy and operational efficiency.

Specialised Clinical & Compounding Support

Provide specialised operational support to the Compounding business stream, acting as a key interface between hospital pharmacy teams and procurement.

Perform detailed validation and reconciliation of high-value and chemotherapy orders, including dosage, strength, formulation, and pack configuration.

Ensure 100% order accuracy for cytotoxic and patient-specific products, mitigating clinical and financial risk.

Coordinate fulfilment against patient treatment schedules, ensuring precise and timely delivery within critical clinical windows.

Act as an escalation point for complex or high-risk supply issues, driving resolution with internal and external stakeholders.

Compliance & Governance

Ensure full compliance with Good Distribution Practice (GDP) and all regulatory requirements related to EMPs, ostomy products, and medical devices.

Maintain accurate documentation, ensuring all required regulatory and quality paperwork is obtained and recorded.

Work closely with Finance (AP) to resolve vendor discrepancies (price/quantity) and maintain account accuracy.

Adhere to all company policies, SOPs, and work instructions, supporting audit readiness at all times.

Continuous Improvement

Support Team Lead and management in reviewing and improving processes, systems, and workflows across the PSOS function.

Contribute to continuous improvement initiatives to enhance efficiency, accuracy, and customer experience.

Maintain up-to-date knowledge of industry practices, systems, and internal procedures.

QUALIFICATION, EXPERIENCE & SKILLS REQUIRED

Relevant professional qualifications

Previous Hospital operations experience preferably in the pharmaceutical sector

Previous experience with SAP is a distinct advantage

Flexibility: It is essential that the candidate be able to provide flexibility to

- **Sector:** professional, scientific and technical activities

Career Level

- Experienced [Non-Managerial]