

Account Associate, Medical

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Company: Real Chemistry

Location: United Kingdom

Category: other-general

It's not every day we have a chance to make the world a healthier place—but here, it's our way of life. Idealistic? Maybe. Deeply pragmatic? Always. Real Chemistry is a global health innovation company that has carved out its space at the intersection between healthcare, marketing and communications, tech, and the people at the heart of it all. It's with a great sense of purpose that we work together with brave health and wellness companies to create and inspire healthier, happier, and longer lives. It's our passion. And if you're still reading, we're guessing it might be yours too. We are looking to add to our alchemic mix of more than 2,000 talented professionals. At Real Chemistry, we don't just wish the world was healthier. We leverage tech, data and creativity to make it so. You in?

Job Summary:

Real Chemistry is looking for a Account Associate join our growing team!

You are learning how our business works, and you are the 'go-to' person on your team for getting things done. You have a strong focus on day-to-day project management and are learning to understand and appreciate the core skills that will enable you to develop effective client relationships. You are efficient, reliable, and learning to work under pressure.

What you'll do:

Be the 'go-to' person on your team for completing tasks

Maintain an awareness of your time and deliverables, thinking ahead to plan your work effectively, updating your teams on progress and any challenges (share solutions with your team as soon as they arise)

Prepare timelines prior to commencement of each project (prepared in consultation with team members involved)

Take ownership of meetings (internal and external) ensuring: relevant team members are gathered; they have everything they need to run it; status reports, timelines and agendas are regularly updated, internally reviewed and shared with your client prior to client calls; organise logistics associated with internal team meetings and client calls/meetings (room bookings, printing, etc.)

Capture accurate minutes from internal team meetings and client calls/meetings, proactively communicating actions and timing; ensure all internal actions are completed according to the timelines

Be responsible for driving and managing updates to the status report, tracking status of projects and assign actions appropriately within the team

Begin to build strong relationships with your clients, including regular contact and consistent delivery of work

Manage external suppliers on client projects, ensuring they deliver to budget and timelines

Organise logistics for small to medium sized external meetings/events, ensuring that costs are aligned with the budget

Develop written materials following a detailed brief, which may include story flows/drafts/amendments/referencing, and manage internal review timings

Ensure proficiency on Zinc/VVPM, uploading and managing items for approval

Focus on attention to detail and develop a full understanding of what 'client ready' means – reflect this in your work generally, and particularly for externally-facing outputs

Ensure professional contact with KOLs when undertaking key tasks (e.g. booking travel and transfers, paying expenses and honoraria)

Monitor for content relevant to your accounts and, as required, for your clients. Draw insights and share recommendations with your teams regarding relevant programmes

Reference and proof accurately

Start to build your knowledge of your client's strategy by staying on top of all emails and saving down files appropriately

Actively participate in the briefing process when you're being assigned work – arrange the meeting, do any pre-reading, interrogate the brief to confirm your understanding of the project, deadlines and budget

Ensure you are clear about timelines, budgets (how much of your time is budgeted for), deadlines, and the availability of key people; prioritise your work accordingly and flag with your account lead(s)/line manager at the earliest stage if you will struggle to meet expectations or have time available

Tailor your communication to your team members' ways of working (i.e. talking vs. emailing, identifying the most appropriate person to respond to questions)

Maintain awareness of your team members' diaries, reminding them of deadlines as appropriate and identifying how you can best support

Seek feedback and proactively feedback to improve individual and team performance

Buddy new AA starters, sharing your insights and experiences to support their professional development

Participate in the performance review process and deliver against your objectives

Ask questions in a structured way (i.e. accumulating questions and organising a meeting with the relevant person to discuss) and prioritise learning

Raise Purchase Orders and new supplier forms for project-related client costs

Demonstrate accuracy and control in managing finances on your projects – e.g. getting supplier

quotes, tracking costs against the budget, processing doctors' honoraria and expenses, and taking any necessary corrective action or flag to the relevant account

leads/directors

Complete your timesheets accurately and on time

Submit your expense claims accurately and on time

Immerse yourself in the medical communications and pharma industries, your clients' companies and therapy areas: engage with every opportunity to establish an awareness of developments, innovations and trends. Look for opportunities to reflect these in your work and flag your ideas to your teams and wider team to raise your internal profile

Take an active role in new business, which may include undertaking and presenting research to the pitch team, or facilitating team input via brainstorm/presenting as part of the pitch team

Familiarise yourself with the ABPI Code of Practice and ensure that your work is always compliant

Get involved with the agency's non-client work, e.g. inspiration/charity/social projects, as required

This position is a perfect fit for you if:

Our Company values – and – really speak to you.

You are adaptable, resilient, and OK with adjusting your scope, responsibilities, and focus as we grow. When things change, so do we. We're always evolving.

You are proactive, driven, and resourceful with strong prioritization skills and a desire to dive into the data.

You are highly organized self-starter, able to work independently and under tight deadlines.

What you should have:

Must have minimum of a bachelor's degree in a high science subject

Must be able to demonstrate a strong knowledge and interest in medical communications (through academic studies or some work experience)

Relevant degree in **ascientific subject**

An interest in the healthcare sector and a willingness to learn and grow both within the company and the industry

Open minded and eager to learn – the more you put in, the more you get out!

Highly organized with a mindfulness of deadlines, the ability to manage multiple tasks based on priorities and a strong attention to detail

Independent thinker confident in taking ownership of assets and material development, but a team player who enjoys collaboration

Professional presence, performs with a sense of urgency and with a client service orientation

Has confidence to manage upward when required; able to communicate with managers when deadlines will not be met or when issues are foreseeable

High energy, able to effectively operate in fast-paced, growing and evolving environment

Strong written and oral communication and presentations skills

Good management of Microsoft Office tools (PowerPoint, Word, Excel) – particularly PowerPoint

Working with HART: Since the pandemic, we have adapted to how our people told us they want to work. We have offices in cities with many employees and clients – New York, Chicago, Austin, Washington D.C., San Francisco, and London – that serve as hubs where and when they need us, and we encourage employees who live less than a 45-minute commute of a Real Chemistry office to go in at least two days per week. Outside of these offices, we have regions, where people work remotely but come together quarterly for collaboration, culture and learning opportunities. We call this our Hybrid and Regional Teams approach. Real Chemistry believes we are best together – and our workplace strategy fosters connection and collaboration in person – but also supports flexibility for our people.

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