

Account Manager, Medical Education

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Company: Real Chemistry

Location: London Area

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 Manager join our growing team!

You are the client's key day-to-day contact, managing relationships and helping to set their expectations of the agency. You make sure that your colleagues know what is going on and are delivering effectively. You are beginning to think about future opportunities as well as today's work.

What you'll do:Act as day-to-day client contact: provide regular status updates to your client; respond to client queries and share recommendations (following discussion with your account lead); manage client expectations on timelines, scope of project, etc.; take client briefs and clearly communicate to team members, implementing realistic project plansTake responsibility for the day-to-day management of your account, including managing the processes of the account (including running regular internal team meetings), flow of work (review content developed by more junior team members), delegation of tasks (oversee status reports to ensure all team actions are complete) and the status of

jobs across the account (not just your own)Ownership of and accountability for medium/large client projects, ensuring that projects are delivered to highest possible standards within budget and agreed timeframesTrain more junior team members on specific tasksCoaching others to understand their time and to be proactive when other teams require support; manage and run bi-annual reviews for your lines, as appropriateStart to identify areas for growth (evolving existing programmes and/or additional tactics), proactively sharing new ideas with your team and clientKeep abreast of market changes (e.g. NHS, NICE, FDA, pharmaceutical industry, etc.)Greater understanding of the account finances beyond your projects, supporting your account lead with financial managementDevelop accurate budgets for clients, reflecting on previous projects and gathering cost quotesEnsure that a PO is received from the client prior to commencing workManage the budget for projects that you own, feeding into your account lead as part of the broader programme finances; identify where project is going out of scope and alert your account lead with details of additional budget requiredInput into the resourcing process by sharing with your account lead the requirements for your projectsThis position is a perfect fit for you if:Our Company values – Best Together, Impact-Obsessed, Excellence Expected, Evolve Always and Accountability with an “I” – 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: BA or equivalent in a relevant scientific subjectHighly organized with a mindfulness of deadlines, the ability to manage multiple tasks based on priorities and a strong attention to detailIndependent thinker confident in taking ownership of assets and material development, but a team player who enjoys collaborationProfessional presence, performs with a sense of urgency and with a client service orientationHas confidence to manage upward when required; able to communicate with managers when deadlines will not be met or when issues are foreseeableHigh energy, able to effectively operate in fast-paced, growing and evolving environmentDemonstrated strong work ethic, with a track record of following through on client requests and with high-quality deliverables on schedule and on budgetHas good understanding of social media vehicles and is comfortable managing and drafting communications around themStrong written and oral communication and presentations skillsGood management of Microsoft Office tools (PowerPoint, Word, Excel) – particularly

PowerPointExcellent business communication ability including informal/formal presentation and writing skills; this includes confident public speaking both internally and externally with clients, vendors, and affiliatesAbility to mentor junior staff and delegate accordingly in order to achieve project deadlinesAble to communicate with managers when deadlines will not be metAble to devise and articulate solutions to problems on an ongoing basisAble to clearly communicate project updates, scopes and recommendations to clientsAbility to develop project scopes and client and vendor contractsReal Chemistry offers a comprehensive benefit program and perks, including a primary office location near in Moorgate, 25 days holiday, private medical insurance, dental insurance, pension contributions and a five-week sabbatical program. Other perks include health and wellness reimbursements, happy hours, and free healthy snacks to keep you running all day long. Learn more about our great benefits and perks at: <http://www.realchemistry.com/>.

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