

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

What you'll do:

As well as your strong focus on day-to-day project management, you are learning how to manage client relationships. You are already able to manage small and medium sized projects from start to finish and will be gaining experience of managing others and delegating. Both clients and your colleagues know they can rely on you to make sensible decisions, and to be efficient and reliable.

We focus on results so encourage all our staff to explore new and better ways to succeed in their roles. At the same time, we recognize the importance of a clear career structure and realistic expectations. Being an excellent Senior Account Associate means being able to do the following:

Client work:

Take full responsibility for planning ahead and managing your time, priorities and deliverables across your accounts, proactively seeking guidance from your account leads and line manager, if required; highlight risks to project delivery, as necessary

Maintain an awareness of workstreams across your accounts; identify opportunities to delegate effectively (both up and down), matching suitable assignments with more junior team members for their professional development and effective delivery; and support more junior team members with agenda development and review actions, timelines, status reports, etc. so that minimal senior input is required

Manage small to medium sized projects from start to end, ensuring that they are delivered to cost and deadline, including managing internal and external resource where required

Manage status calls by notifying your team in advance of the agenda points they are assigned to, and leading the calls

Actively demonstrate an understanding of your clients' needs (building an awareness of their strategy and brand) and preferences in your interactions and the delivery of work; as well as initiative to aid problem solving or delivery of client service

Provide accurate and timely information to clients, both verbal and in writing

Lead sections of client teleconferences and face-to-face meetings, providing recommendations and counsel to clients, where appropriate

Develop writing skills further; conducting research, drafting the complete first draft, and ensuring content is accurate

Self-Development

Understand the reasons behind why we are doing the programme and project objectives, and be able to effectively communicate these internally and externally

Maintain an awareness of the professional development of more junior team members on your accounts, through regular catch ups and your interactions

Develop your coaching, delegation and briefing (both internally and externally with suppliers)

skills, and lead by example; use these approaches to upskill, develop and inspire more junior team members

Buddy new AA/SAA starters

Financial

Manage the cost trackers for your accounts, ensuring costs are accurately recorded and keep your account lead with how costs are tracking against the budget

Begin to draft budgets, talking your account lead through your rationale

Complete your timesheets accurately and on time

Submit your expenses claims accurately and on time

Growth and New Business

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

Business and Environment

Immerse yourself in the medical communications and pharma industries, and your client 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

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 and previous industry experience

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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