

## Senior 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:** This role is part of the Integrated Client Services team in Real Chemistry. You'll work primarily on Medical Education activity, but you'll also be able to challenge yourself to think about how you can leverage the creative capabilities from the advertising side of our business to help your clients to maximise the impact that their Med Ed activity has, driving effectiveness and outcomes for HCPs and Patients alike. You are the client's key day-to-day contact, managing relationships and setting their expectations of the agency, working on larger and more complex programmes. You make sure that your colleagues know what is going on and are delivering effectively. You have a good overview of the client relationship both now and going forward and can formulate future objectives and strategies as well as deliver today's work.

**Responsibilities:** You take a strategic perspective, manage client relationships and can be entrusted with entire portfolios of client business, with the support of SMT. Clients see you as a safe pair of hands, able to set strategy and

deliver effectively. Your colleagues look to you for leadership and to learn best practice. We focus on results and encourage all our staff to explore new and better ways to succeed in their roles. At the same time, we recognise the importance of a clear career structure and realistic expectations. Being an excellent Senior Account Manager means being able to do the following:

**Client Work** Act as day-to-day client contact: provide regular status updates to your client (leading updates on more complex projects); anticipate client needs; 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 plans

**Confidently formulate objectives and strategies for new client work with support from your account lead, ensuring that programme strategy is pulled through**

**Oversee large projects with less support from your account lead, being accountable for the whole project from start to finish**

**Provide counsel to the client throughout the project with confidence to challenge the client when required; manage challenging conversations with the client, as required**

**Provide support to your account lead in addressing programme and team challenges**

**Formulate solutions to client challenges such as last-minute requests**

**Have a clear understanding of the programme as a whole (not just the projects you are working on), client objectives, strategy and environment so that you are able to confidently lead internal meetings and client calls**

**Ensure momentum is maintained across the programme and contact with client continues whenever the account lead is absent**

**Growth and New Business** Identify areas for growth (evolving existing programmes and/or additional tactics) and confidently sell new ideas in with your team and client

**Play a management role in the new business process (assisting in the production of credentials and pitch presentations, coordinating and managing team members and external suppliers), having a significant share of voice/visibility with the prospective client in the new business process**

**Self-Development** Begin to develop your leadership style; inspire, motivate and empower your team, protecting our culture

**Ensure cross-learning and sharing of best practice between AMs**

**Coaching and mentoring junior team members on an ongoing basis; coach others to coach**

**Line management of AEs: manage and run bi-annual reviews for your lines, as appropriate**

**Financial** Coach others to develop accurate budgets for clients, reflecting back on previous projects and gathering cost quotes

**Develop more complicated budgets for integrated programmes**

**Support your account lead with financial management, proactively getting involved in forecasting and resourcing**

**Complete your timesheets accurately and on time**

**Submit your expense claims accurately and on time**

**Business and**

Environment Participate in an internal team, e.g., inspiration/charity/social teams Keep abreast of award-winning work and insights from other industries, and share as appropriate

**Required Skills & Experience:** Experience in a professional environment within a healthcare communications agency or similar Bachelor's degree in a Scientific subject or equivalent experience is required. Must have Medical Education experience; integrated experience preferred. Excellent business communication skills Informal/formal presentation and writing skills; including presenting to clients Skilled in data communication Able to develop final documents and presentations Edit junior staff writing and presentation material Able to communicate critical information to management and the client Very comfortable working with clients directly. Able to develop solutions to client needs and problems Must be highly organised, mindful of deadlines and budgets, able to multi-task and work under limited supervision. Demonstrated strong work ethic, with a track record of following through on client requests and with high-quality deliverables on schedule and on budget. Have a professional presence, perform with a sense of urgency and with a profound client service orientation. Experience with Microsoft Office tools (PowerPoint, Word, and Excel). High energy, able to effectively operate in fast-paced, growing and evolving environment

Real 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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