

United Kingdom Jobs Expertini®

Senior Account Manager, Medical

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Company: Real Chemistry

Location: United Kingdom

Category: business-and-financial-operations

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 Manager, Medical Education to join our growing team!

This role is part of the Integrated Client Services team in Real Chemistry. The Senior Account Manager will work primarily on Medical Education activity but will also be able to challenge themselves to think about how they can leverage the creative capabilities from the advertising side of our business to help clients to maximise the impact that their Med Ed activity has, driving effectiveness and outcomes for HCPs and Patients alike.

They 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. They make sure that their colleagues know what is going on and are delivering effectively. They 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.

What you'll do:

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 lineees, 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

This 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:

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

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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