

Account Executive
Location: London, Hybrid
Salary: £27,000 - £29,000

emotive is a global healthcare communications agency who partner with health-focused companies across medical & scientific affairs, brand & patient engagement and PR & advocacy. Our commitment to our core values of **IMAGINATION, COLLABORATION, EMPOWERMENT, INTEGRITY** and **AGILITY** is what sets us apart and helps us drive significant change within the world of healthcare.

We started on our journey 15 years ago, determined to transform lives and inspire positive change that has a real impact on people's health. Fast forward to today and emotive has become a leading healthcare communications agency with a reputation for excellence. With remarkable growth, we now have significant expertise in multiple therapy areas, rare diseases, and advanced therapies. We continue to inspire change every day by driving advocacy and the uptake of life-changing products, brands and services and we are doing so with unmatched passion, dedication, and commitment to towards significantly improving people's lives.

Our team consists of the very best scientific, creative and digital minds, all with huge experience in medical, marketing, technology, public relations and advocacy to provide leading healthcare communications support to all our client partnerships. We are also immensely proud of our pro-bono work with Medics4RareDiseases (M4RD), where we provide commercial, creative, and strategic expertise to support their mission of raising awareness of rare diseases within the medical curriculum and profession. This is a cause we care deeply about, with 50% of our medical communications work focused on rare diseases.

At emotive we are proud of our work, and we believe that our most valuable asset is our team members. We seek to hire extraordinary talent in those who share our core values and are committed to succeeding, delivering, and growing. If you are looking for a rewarding career with a team that is making a real difference in the world of healthcare, look no further than joining the emotive family and becoming a part of an extraordinary effort to transform the lives of patients!

ROLE

Contribute to the planning and delivery of account activities to the client's satisfaction, ensuring quality deliverables on time and within budget. Ensure that all project work is completed in accordance with processes, policies and practices.

KEY RESPONSIBILITIES

- Provide support to client services team members in the development and delivery of account activities for external customers.
- Attend client teleconferences and where appropriate, meetings, alongside other members of the account or project team. Maintain client contact as appropriate with the direction of other members of the account team.
- Take responsibility for the delivery of identified account activities; assist with the coordination of schedules for allocated projects or items in conjunction with account manager, keeping account manager informed of progress; liaise with internal departments as appropriate to coordinate delivery of projects.
- Develop and maintain overview of project budgets and track regularly to ensure cost effective delivery of projects, reviewing with Account Manager regularly to identify any issues.
- Undertake background research for, assist in development of new business and current account proposals where appropriate. Assist account manager in the identification of any potential needs of existing clients.
- Become familiar with the therapeutic areas of projects and develop understanding of client objectives, in addition to growing an understanding of pharmaceutical communications strategies and industry.
- Maintain general knowledge of all emotive services.
- Perform other account support duties as assigned.
- Develop and maintain productive working relationships with colleagues at all levels within the company.

- Be aware of your budgeted hours on each project you are involved in and to keep track of your burn rate on each budget. Flag to the relevant senior account services manager where you are running out of hours and are likely to exceed budgeted hours.
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- Record your hours accurately and on time using the timesheet system.
- Ensure you understand and adhere to the agency's values.
- Perform other duties related to the business as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Good level of experience within a healthcare communications agency or scientific arena
- Demonstrated ability to work in a fast-paced environment. Ability to maintain demanding timelines. Adaptability and flexibility to changing priorities and ability to work simultaneously on multiple priorities.
- Ability to establish and maintain effective working relationships with co-workers, managers and clients.
- Exceptional attention to detail.
- Flexible personality and a quick learner who operates with a sense of urgency.
- Strong communication and interpersonal skills including developing customer service skills.
- Strong capacity for understanding financial activities.
- Good problem solving skills.
- Strong organisational, planning and logistics skills.
- Sound judgement and ability to distinguish when further supervision is required.
- Demonstrated ability to deliver results to the appropriate quality and timeline metrics.
- Strong software and computer skills, including MS Office applications.

OUR REWARDS

- 25 days annual leave + bank holidays + 3 days off for Christmas + Birthday Day off
- Early Finish Fridays - Office closes at 3pm on a Friday
- Holiday purchase scheme
- Enhanced Maternity and Paternity policies
- 6 weeks paid sabbatical after 5 years' service
- Life assurance
- Subsidised gym membership
- Private medical insurance
- Pension (up to 7% matching employee/employer contribution)
- Support and well-being services

We look forward to hearing from you!