

Senior Account Manager
Location: London, Hybrid
Salary: £45,000-£48,000

emotive is a UK- and US-based medical communications agency that partners with life-science companies across medical & scientific affairs and brand & patient engagement. Our mission is to deliver brilliance in everything we do.

Over 10 years ago, we started on our journey to transform lives by inspiring change that has a positive impact on people's health.

Today, with deep expertise in multiple therapy areas, including rare diseases, oncology and advanced therapies, we continue to inspire change by driving advocacy and uptake of life-changing therapies.

With the very best scientific, creative and digital minds, our team of over 80 talented professionals bring huge experience in medical, marketing, design and technology to provide brilliant medical communications support to all our client partners. Our values - **INTEGRITY, IMAGINATION, AGILITY, COLLABORATION and EMPOWERMENT** - are core to the way we work.

We are also very proud of our pro-bono work with Medics4RareDiseases (M4RD), now in its sixth year, providing commercial, creative and strategic expertise to support their mission to raise awareness of rare diseases within the medical curriculum and profession.

Part of Synaptiq health, our network also provides market access & HEOR consultancy and PR & advocacy support through our partners, Initiate and Beyond PR.

ROLE

We're looking for an experienced Senior Account Manager to plan and deliver across an array of account activities and programmes that meet client objectives, ensuring quality deliverables on time and within budget. They will identify, retain and grow business with current clients and line manage one or more Account Executives. Working closely with a Senior Account Director, you will be part of a dedicated 'POD' resource team of talented Client Services and Medical Writers who, together, are responsible for agile working with a defined cluster of our commercial Global, EU and US clients.

KEY RESPONSIBILITIES

- Build and maintain strong relationships with clients, serving as the primary point of contact within the agency
- Understand clients' business objectives, market dynamics and therapeutic areas to effectively support their needs
- Act as a trusted advisor, providing strategic guidance and innovative solutions to clients' medical communications challenges
- Proactively identify new opportunities to expand client relationships and drive business growth
- Oversee the end-to-end execution of projects, ensuring timely delivery, budget adherence and high-quality outcomes
- Collaborate with internal teams, including Medical Writers, Creative Designers, Scientific Experts and Digital Specialists, to develop and implement integrated communication strategies
- Define project scopes, objectives, timelines and resource requirements in collaboration with clients and internal stakeholders
- Monitor project progress, identify potential risks and proactively resolve issues to ensure successful project completion

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Proven experience as a Senior Account Manager or Account Manager within a medical communications agency. Extensive experience working on commercial projects is highly desirable
- Bachelor's degree in life sciences, communications, marketing or a related field
- Strong understanding of medical communications, healthcare regulations and industry guidelines

- Excellent project management skills with the ability to handle multiple projects simultaneously
- Exceptional interpersonal and communication skills, with the ability to build rapport with clients and internal stakeholders
- Strategic mindset capable of providing innovative solutions and strategic guidance to clients
- Ability to travel occasionally for client meetings, conferences and industry events

OUR REWARDS

- 25 days annual leave + bank holidays + 3 days off for Christmas + Birthday Day off
- Early Finish Fridays - Office closes at 3:00 pm on a Friday
- Holiday purchase scheme
- Enhanced Maternity and Paternity Policies
- 6 weeks paid sabbatical after 5 years' service
- Subsidised gym membership
- Life assurance
- Private medical insurance
- Pension (up to 7% matching employee/employer contribution)
- Support and well-being services

We look forward to hearing from you!