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- Job Title: **Senior Account Manager**
  - Reporting to: A senior member of CST (SAD or above)
  - Team: Client Services Team

## As a Senior Account Manager you will be responsible for:

- Work with Account Directors to oversee and manage the development and delivery of high quality account programmes and projects that meet the strategic needs of customers.
- Contribute to strategic direction of accounts encompassing all aspects of programme / project development through thorough knowledge of market issues, company's and project's overall strategic objectives.
- Oversee contact with clients including email communication, attendance at teleconferences, face to face meetings and via telephone contact. Manage client handling skills of junior team members.
- Maintain high visibility within customer organisation, developing strong relationships with key client contacts and senior level client stakeholders and obtain regular feedback. Cultivate strong, long-term relationships with key decision-makers within account and develop in-depth knowledge of the customer organisation.
- Take responsibility for all account finances, including development of account budgets, liaison for sign off, tracking of servicing levels and reporting on profitability. Ensure regular updates provided to Account Director or above.

## REQUIREMENTS

- Bachelor's Degree in medicine, pharmacy, life sciences, marketing or other relevant area.
- A few years experience in a healthcare agency environment or similar and some experience working in a similar level role.
- Good knowledge of all aspects of pharmaceutical marketing including key tactical services including but not limited to medical communications, live event logistics and creative, production and digital services.
- Demonstrated ability to line manage junior team members, with experience of giving annual appraisals, writing objectives and measuring performance.
- Exceptional attention to detail.
- Excellent communication and interpersonal skills including excellent customer service skills.
- Strong organisational, planning, project management and logistics skills.

**Then we would love to hear from you!**