Job specification

emotive.

Holden House
57 Rathbone Place
London, W1T 1JU

T +44 (0) 207 148 0408
thinkemotive.com

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

About the job:

emotive are looking for an outstanding Senior Account Manager to join one of our core client 'POD' teams. 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 Global and UK clients across exciting Retina, Urology and CKD including Advanced Cellular Therapies. You will oversee and manage the planning and delivery of medical/scientific and brand/promotional programmes that meet client objectives and exceed expectations ensuring quality deliverables on time and within budget. As a Senior Account Manager, you will also be responsible for supporting junior members of the team, through coaching or review of their work and providing constructive feedback as well as mentoring their career development. Supported by our senior Medical and Brand Strategists as well as your colleagues and our shared Creative and Technology services, you will have an active opportunity in pitches and RfP responses with both new and existing clients. As part of this highly autonomous 'POD' team and within a broader collaborative agency environment, you will have a direct and visible impact on the work we are doing and also a key voice in all major decision making.

KEY RESPONSIBILITIES

- Oversee and manage the development and delivery of high quality medical communications programmes and projects that meet the strategic needs of customers.
- Direct project teams to deliver on all aspects of account activities including briefing, planning, scheduling, budgets and resourcing, ensuring the delivery of projects to agreed specification and quality within budget and timescales
- Maintain high visibility within the client organisations, developing strong relationships with key 'POD' client contacts and senior level client stakeholders and obtain regular feedback. Cultivate strong, long-term relationships with key decision-makers within accounts and develop in-depth knowledge of the customer.
- Review all deliverables to ensure they meet the strategic objectives of the 'POD' clients, adhere to clients' key messages that are relevant to their target audiences.
- Contribute to strategic direction of accounts encompassing all aspects of programme / project development through thorough knowledge of market issues, as well as the clients and projects overall strategic objectives.
- Responsibility for all account finances, including development of account budgets, liaison for sign off, tracking of servicing levels. Ensure regular updates provided to the client and POD leaders.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- 3 years + experience and career advancement in a healthcare agency environment or similar
- A BSc/MSc in a related subject
- Strong knowledge of all aspects of medical communications including key strategic and tactical services
- Flexible personality and a quick learner who operates with a sense of urgency.
- Demonstrated ability to line manage junior team members, with experience of giving annual appraisals, writing objectives and measuring performance.
- Solid understanding of finance related to client account management
- A keen focus on delivering results to the appropriate quality and timeline metrics
- Exceptional attention to detail.

OUR REWARDS

emotive (agency) Ltd is a limited company registered in England and Wales.
Registered number 3766240. Registered office: Prince Albert House, King Street, Maidenhead, SL6 1DT, UK.

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- 33 days including bank holidays + 3 days off for Christmas + Birthday day off + buying options
- 4-day flex (work remotely 4 days a week) – will move to 5 flex days from 2022 and fully remote working is also open to discussion earlier
- 6 weeks paid sabbatical after 5 years' service
- Subsidised gym membership
- Private medical insurance
- Pension (5% employer contribution)
- Annual personal learning budget
- Perkbox and Perkbox Medical
- Support and wellbeing services
- Flu Jab
- Eye Tests
- Bike2work

Then we would love to hear from you!