

- Job Title: **Senior Account Director**
- Reporting to: Client Services Lead
- Team: Client Services Team

## About the job:

**emotive** have one of the most exciting roles available in medical communications. We are searching for an outstanding Senior Account Director (GAD potential) to head up one of our client 'POD' teams. Working closely alongside a Principal Medical Writer you will lead and manage a dedicated 'POD' resource team of talented Client Services and Medical Writers. Together, you will be responsible for servicing and growing a defined cluster of Global, EU and US clients across Rare Disease, Oncology and Virology, including Advanced Cellular Therapies. As the Client Services lead in your 'POD', you will have ultimate oversight to manage the planning and delivery of account activities and programmes to the client's satisfaction, ensuring delivery on time and within budget. Alongside our senior Medical and Brand strategists, you will also play an active role in business development with both new and existing clients, including leading pitches. As well as utilising the resource provided by our Creative and Technology shared services teams, you will liaise frequently with the other 'POD' team leaders to ensure best practices and client experiences are shared. Although fully supported and mentored, this is a highly autonomous role with direct responsibility for 'POD' performance within this highly collaborative agency environment, where you will feed directly into the leadership team and have a key voice in all major decision making.

## KEY RESPONSIBILITIES

- Ultimate responsibility for a portfolio of global client accounts, taking ownership of the emotive relationship with clients.
- Provide senior counsel and leadership to clients, cultivating strong, long-term relationships with key decision-makers.
- With your PMW, take overall responsibility for all account deliverables and outputs and ensure the appropriate resource is secured and deployed as needed.
- Responsibility for financial performance of allocated accounts.
- Play an active role in new business development, helping to secure and respond to RFPs, contributing and sometimes leading pitches and winning new work. Present both internally and externally.
- Maintain a solid knowledge and understanding of pharmaceutical market issues, client and competitor company / product positioning, overall strategic objectives of clients and keep abreast of potential opportunities and trends.

## REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- 7+ years' experience within global or international medical communications, specifically within a client services team.
- Demonstrable ability to inspire, motivate and line-manage client services team members, with experience of giving annual appraisals, writing objectives and measuring performance.
- Flexible personality and a quick learner who operates with a sense of urgency.
- A dynamic self-starter who can lead and manage a dedicated business unit
- Excellent presentation skills with experience of proposal writing and pitching
- Solid understanding of finance related to client account management.
- Demonstrated ability to deliver results to the appropriate quality and timeline metrics.
- A BSc/MSc in a related subject

---

## OUR REWARDS

- 33 days including bank holidays + 3 days off for Christmas + Birthday day off
- 4-day flex (work remotely 4 days a week) - will move to 5 flex days from 2022
- 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!**