

# Solution Director UK, Chiswick LONDON

Atlantis Healthcare is a progressive global patient-centric agency that delivers effective and scalable solutions that optimise patient healthcare outcomes and experiences. This newly created role (due to business expansion) represents a great opportunity to make the difference in a small progressive team within an award-winning global Medical Communications business.

This is a great opportunity for experienced Senior Account Managers or Solution Directors to make the move to a small and progressive team based in new offices in Chiswick. You will become part of a Global business that is confirmed as a great place to work from our recent Global Engagement Survey.

## Purpose of Role

The Solutions Director independently manages the overall Atlantis Healthcare programme delivery for assigned client accounts or projects. This role will independently lead the project execution, ensuring excellent service delivery for the account while managing project budgets and deliverables as well as communications across AH UK, the client and external suppliers. The Solutions Director also plays an important role in not only ensuring client satisfaction with the Solution delivery but in identifying potential opportunities to expand our work with existing clients and creating new business opportunities with the rest of the team.

## Prior Experience

The successful candidate will have been successful in Senior Account Management or Director roles (at least 3 years) within the Medical Communications industry across a broad set of therapeutic areas, and will have proven revenue achievement, solution delivery and team leadership skills.

## Capabilities

- Understanding of health psychology and its application in solutions design
- Multi-channel solution design and delivery experience
- Commercial acumen and proven ability to secure new revenue
- Outstanding verbal, written and presentation skills
- Project Management
- Highly persuasive and consultative approach with Senior client contacts
- Solution orientation / problem solving
- Strategic thinking
- Key Account Management
- Team leadership
- Deep networks within pharmaceutical and healthcare market in UK and beyond
- Highly capable with digital technologies

## Key Responsibilities fall into 4 broad areas:

### Senior Client Management & Engagement (ca 65 %)

- Takes a leadership role in managing the overall programme/project delivery, working closely with the service delivery team where/when required

- Communicates requirements, timelines, issues, status and progress to all project stakeholders (clients, internal Atlantis and external suppliers involved in projects)
- Proactively identifies and develops solutions for potential issues or opportunities with current client projects
- Ensures high quality standards are maintained throughout projects, while managing project timelines and ensuring all AH procedures and industry standards are maintained
- Leads financial management of the project, including budgets, cost estimates, invoices and client requirements (POs, etc)
- Oversees internal and supplier resources, including briefs, budgets and deliverables
- Provides insight and analysis on overall project status and client account, including any required administration or reporting on project status and results – including developing and maintaining Account Plans for specified accounts
- Delivers contracted revenue and organic growth to agreed budget levels and proactively manages these targets throughout the year using salesforce and finance tracker

#### **Client relationship building and business development (ca 20%)**

- Establishes and develops strong trust-based relationships with key client stakeholders for individual projects and across client organization
- Seeks opportunities to expand AH's scope of work within existing clients, proactively raising ideas within the Client Service and Business Development teams.
- Supports the development and delivery of new business through supporting credential presentations, pitches and project delivery.

#### **Additional responsibilities (ca 10%)**

- Proactive management of any direct reports to ensure quality and profitability are maintained as well as performance to budget
- Ensuring best practice client service standards are defined and maintained
- Supporting any reporting employees on strategic thinking to assist with client programmes / projects
- Additional responsibilities may arise, either in managing the delivery of client projects or in the running / development of AH's overall business eg. developing policies and procedures, working on internal project teams to enhance AH's client offering, attending conferences etc.

#### **Quality and Compliance (ca 5 %)**

- Adheres to all Health and Safety Policies and Procedures in the Workplace
- Adheres to all other workplace policies and procedures
- Will escalate any business risk as determined by policies and procedures
- Will fully contribute to compliance, governance and quality improvements in the workplace as defined by the QMS

- Will complete and pass all mandatory training by due date

This role offers you the opportunity to shine and grow. We are committed to enhancing the development of the Client Services team via a new capability framework and associated training and development activities.

In addition to a competitive salary we offer a range of benefits. We would love to hear from candidates with the senior innovative healthcare and team leadership experience level described.

Please send your CV through to us today. Our HR Privacy notice is available on the Careers section of our website. <https://atlantishealthcare.com/en-us/careers-list>