

## Senior Account (Solutions) Manager – 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. Ideally you will have been immersed in a Healthcare Communication Agency environment for some time and can demonstrate evidence of the following capabilities:

- Proven ability to effectively manage large, international client accounts, with sound knowledge of digitally-focussed solutions
- Have developed strong skills in revenue delivery and growth, through management of large-scale projects and organic identification of new opportunities
- Ideally (but not essential) have experience delivering patient support programmes and/other health tech programmes of work
- Proven ability to lead and deliver healthcare projects on time and on budget, with responsibility for revenue recognition
- Sound knowledge of healthcare industry in order to be credible in front of leading healthcare clients
- IT, Microsoft Office, digital solutions, wearables, health tech, and health data analytics skills
- Collaborate with technology providers, specialist colleagues, clients, patients and other stakeholders
- Able to think strategically and see bigger picture across the specific client situation
- Strong presentation skills and ability to contribute and create proposals
- Commercially minded - has a sound understanding of project profitability and invoicing, is able to manage and oversee both client budget reports and internal reporting requirements

### **The role broadly has two sets of tasks:**

#### Client service delivery

Takes the leadership role in managing the overall project execution (operates as the Single Point of Contact (SPOC) for his/her client projects) i.e. Leads status-calls, client presentations, workshops and responds to project requests

- Communicates requirements, timelines, issues, status and progress to all project stakeholders (clients, internal AH and external suppliers involved in projects)
- Ensures high-quality standards are maintained throughout project, while managing project timelines and ensuring all AH procedures and industry standards are maintained
- Proactively identifies and develops solutions for further opportunities and highlights when potential issues may arise
- Provides insight and analysis on overall project status and client relationship, including proactively sharing valuable insights and project results within AH
- Leads financial management of the project, including opportunity planning, creating budgets, raising POs, reviewing cost estimates (external suppliers), raising invoices and being accountable for the profitability
- Is a team-player and willing to help out across all functions of work that the agency is delivery and pitching to win

#### Client relationship building and business development

- Establishes and maintains strong trust-based relationships with key client stakeholders for individual projects and identifies opportunities to establish new connections across his/her client organisations
- Seeks opportunities to expand Atlantis' scope of work within existing clients, proactively submitting organic growth proposals and raising ideas within the Client Service team
- Supports the development of new business opportunities (organic and new) through solution ideation, process mapping, budget creation and attending pitches

We are a small but growing friendly team based in Chiswick. This role offers the opportunity to shine and grow. In addition to a competitive salary we offer a range of benefits.

We would love to hear from candidates with the innovative healthcare and tech experience level described. Please send your CV through to us.

Please also read our HR Privacy notice on our website.