

Senior Account Manager (medical communications)

Starting date:	1 March 2024
End date:	Open-ended contract with trial period
Occupational rate:	100%
Location:	UK (home office with occasional travel to Switzerland)
Remuneration:	Salary commensurate with experience
Application deadline:	24 January, 2025

At Infinity Communications, we believe the sky is the limit. We want to help leaders give health issues the place they deserve and, together, foster healthy and sustainable living for all. We provide research-based strategic advisory and help organisations shape their narrative and create compelling content to engage with patients, healthcare professionals, policymakers, funders and investors. Headquartered in Geneva and with a growing presence in the UK, we work with clients in the pharma, biotech and non-profit sectors. We are currently recruiting an experienced Senior Account Manager with a background in a medical communications agency to lead and direct projects for healthcare clients as well as non-profit and non-governmental organizations in the health sector. The candidate could be based anywhere in the UK. There will be a requirement for one weekly trip to Geneva every 4-6 weeks.

This job is for you if you:

- Have a track record (5 years plus) in delivering medical communications projects successfully, growing accounts and building strong client relationships
- Are passionate about discovering new healthcare technologies, novel ways of treating diseases and different therapeutic areas
- Love the idea of developing impactful content that helps to inform, educate and empower healthcare professionals and patients
- Are always looking to learn and develop new skills and knowledge
- Thrive in a small team and collaborative environment
- Are diligent and dependable, and live our values of curiosity, optimism, excellence, integrity, collaboration and accountability

Main activities

- Manage a range of projects for different clients simultaneously, ensuring the delivery of high-quality materials on budget and on time.
- Undertake research on client's brand strategy, competition, preclinical and clinical data, disease burden, as well as patient and healthcare market research – consolidating extensive information into structured and clear insights.
- Work with medical writers to develop evidence-based key messages and narratives for investigational therapies, co-facilitating well-prepared workshops with clients when required
- Oversee the development of a range of materials, from brochures, slide decks, scientific posters, press releases, op-eds, event and meeting reports – providing clear feedback to medical writers. In some cases, take the lead in developing such content
- Lead well-prepared client calls that demonstrate your understanding of the client's strategy, show competence in taking a brief and/or gathering feedback on a project – asking the right questions to get to the heart of the matter and producing high-quality materials
- Develop clear written briefs for medical writers, designers or video producers working with the client's branding. An eye for design and visual brand identity is an asset
- Go back periodically to the client brief to ensure projects are on track and can meet the objectives defined at the start; identify bottlenecks and work with team members to find solutions.
- Develop meticulous account plans with accurate financial forecasting and medium to long-term strategies.
- Contribute to agency team meetings, and lead client and project team meetings being positive, diplomatic and constructive while ensuring challenges are raised and addressed.
- Support new business efforts to identify prospects, be part of the response team to RFPs working with the wider group, taking on tasks, and ensuring high standards in the delivery of proposals.

Key skills

- Can speak and write with clarity
- Analytical ability to critically interpret data
- Advanced understanding of scientific and medical concepts
- Ability to think strategically and connect the dots
- Superior organizational and project management skills
- Flexibility, agility and proactivity to adjust to client needs
- Strong interpersonal skills

Education

- A post-graduate science or medical-related degree

Languages

- Native fluency in written and spoken English
- Fluency in a second language an asset (e.g. French, German)

How to apply

Please send us your CV, cover letter, 2 examples of your work, and 2 references in PDF format titled: SURNAME_Name_MedicalCommsSAM to jobs@infinitycommunications.ch with “Medical Comms Senior Account Manager INFINITY” in the subject line. References will not be contacted before the end of the selection process.

CVs will be kept on file for 6 months – if you would like your CV to be deleted from our files sooner, please contact us.

We thank all those who apply, however, only candidates selected for an interview will be contacted.

Infinity Communications is an equal opportunities employer. We value diversity and embrace differences in age, ethnicity, race, religion, sex, gender identity, sexual orientation, physical and mental ability, family or marital status, political affiliation, and any other characteristic(s) that make our employees unique.

We want to give every person the chance to be the best that can be. If there are any adjustments you would like us to make for the interview process, please let us know at any stage of the application process.