

Account Manager

The Account Manager will work closely with the Account Director to ensure client programmes are implemented effectively, professionally, on time, on budget and in-line with the agreed project specification. The Account Manager will motivate and mobilise the Executive team to deliver against the account action plan, allocating tasks and providing regular updates on progress along the way. The Account Manager is responsible for managing the Executive team's workload.

The Account Manager should be a problem solver, team player and proactive, always looking for ways to efficiently execute deliverables while adding value and exceeding client expectations.

Account management

- Take ownership in implementing campaigns to meet and exceed clients' expectations
- Ensure organisational processes and structures are in place for the smooth running of projects to timelines agreed with the client
- Think ahead, prepare for and anticipate issues and challenges to projects, highlighting critical considerations to the team leader
- Manage delivery of weekly/monthly account status reports
- Develop documents to a standard that can be sent to clients with only minimal input from senior members of the account team
- Contribute to the development of plans and proposals under the direction of the Account Director/Associate Director
- Run and participate in creative brainstorming
- Liaise with journalists, influencers, patient experts, Patient Advocacy Groups and key opinion leaders
- Develop and manage media relationships, and use these contacts to secure quality media coverage

Client service and satisfaction

- Become one of the main client contacts on your accounts
- Actively participate in client meetings and updates
- Be confident in updating clients and providing client advice
- Take positive and timely action to address and re-align work to changes in the environment
- Conduct post-campaign evaluation, highlighting strengths and identify opportunities to develop future campaigns and projects
- Identify information of interest to the client and share suggestions on how it may affect the client's business or approach to communications

Teamwork and team leadership

- Oversee work from the Executive team with responsibility for their output
- Demonstrate excellent time management skills and ability to delegate upwards and downwards
- Regularly engage in dialogue with colleagues to understand their workload, priorities, deadlines and overall wellbeing
- Maintain regular communication with the Executive team ensuring they operate in the most effective and efficient way to meet client needs
- Provide advice and constructive feedback on the team's work

- Act as a coach and mentor to the Executive team, creating a collaborative environment that encourages productive team relationships
- Provide support and guidance to the Executive team on the completion of all administration on the account

Commercial acumen

- Continuously develop an understanding of 90TEN, 90TEN's clients, the communications industry and the pharma/biotech sector
- Develop a solid understanding of the mechanics of a multi-channel integrated approach to delivering effective communications involving paid, earned, shared and owned channels
- Maintain an understanding of 90TEN's behavioural science methodologies and when to use them
- Participate in activities on an operational level outside of client work with involvement in 90TEN initiatives that are part of the company's business plan, eg CSR, inclusion and diversity, company culture, new business, marketing, service expansion and/or geographical expansion
- Maintain an up to date knowledge of the ABPI code of conduct as well as client SOPs

Financial management

- Assist with the development of client budgets under the direction of the Account Director
- Assist the Account Director in financial management processes
- Submit all timesheets in a punctual and accurate manner

Business development

- Explore opportunities to grow accounts organically by spotting opportunities where additional ideas and projects may add value to clients
- Provide support and input into proposal and pitch documents
- Actively participate in new business through all stages of the planning process