

Title: Account Manager

Location: UK

Travel: This role will involve intermittent travel

Term: Permanent

Reporting Relationship: The Business Development Manager

ICHOM is committed to transforming healthcare to a value-based system through universal measurement and reporting of patient outcomes. ICHOM was co-founded in November 2012 by Professor Michael Porter of Harvard Business School. ICHOM builds global flagship programs – developing, maintaining and implementing Standard Sets, collecting and benchmarking patient data. Standard Sets are created by groups of global experts including patients and doctors. Advanced data analytics allow stakeholders to compare patient outcomes across the world.

Job description:

Manage a number of high-profile accounts ensuring clients expectations are met. Programs must be delivered on time, within budget and with all milestones delivered. Work closely with the Business Development Manager to ensure the programs are accurately scoped and all stakeholders are bought into and agreed on the Program's details.

Duties and responsibilities:

- Work closely with your clients and internal teams to ensure your accounts are managed and set up efficiently
- Inspire the program team to deliver excellence and influence the wider community by delivering successful, innovative programs
- Build client relationships and using strategic partnerships to drive growth
- Interpret and understand Value Based Healthcare to uncover opportunities with existing clients
- Identify potential Client challenges before they arise, providing recommendations and support to the client as well as internal team

Requirements:

- Very strong program management skills with experience of working on high-profile, multi-disciplined accounts
- Very strong written and verbal communication skills – being clear and concise in your communications – whether it's in briefs, presentations, reporting or verbal
- The ability to manage different stakeholders globally
- At ability to interpret technical requirements and turn them into easy to understand explanations (appropriate level of detail) for clients.
- Experience in delivering accurate reporting, and a commercial understanding of project profitability, forecasting and its importance
- Experience of working in/with the life sciences, healthcare technology, or related data businesses is preferred
- Bachelor's degree required
- Fluency in English as a primary written and spoken language and ideally one or more languages
- Proficient in Microsoft Office (Word, Excel, PowerPoint), G Suite (email, Drive, etc.) and one or more CRM systems