

Want to help  
shape the moments  
that matter?

Acteon

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# Account Manager

**Thank you for your interest in this position. This document will give you more information about Acteon, our work, and this role. On the final page you will find details explaining how to make your application.**

## What we do

**Acteon** is a communication and learning consultancy. We create award-winning blended learning solutions in response to the unique requirements of our clients.

Acteon has particular capability and experience in the pharmaceutical sector. For four decades we have been creating outstanding solutions for medical communication and education challenges. During that time we have worked with many of the world's leading pharmaceutical businesses.

We combine creativity, instructional design, technology, production, and project management into a range of deliverables, including e-learning, video, print, classroom materials, coaching tools and performance support. We offer workshop support and facilitation and strategic consultancy on communication issues, and we design and build technology solutions that enable users to share and access training materials and other information.

Our clients are national or international organisations, both within and outside the pharmaceutical industry. We have long-standing relationships with clients who value our responsiveness and our ability to deliver creative solutions aligned with the needs of their people and their business. Our clients value the care, agility and insight we bring to the relationship.

Our MedComms team are passionate about what we do:

- We pride ourselves on our excellence in scientific education. Our experienced medical writers integrate the scientific and the strategic to create inspiring learning content squarely focused on learning outcomes.
- We're pragmatic innovators pushing boundaries. We understand the unique challenges of a highly regulated, global environment and we drive hard to ensure our solutions are creative and accessible – we don't build solutions to sit on shelves.
- We love collaborative working and value strong relationships. We engage stakeholders and seek input and insight to provide authentic learning that resonates with the audience.
- We are a streamlined and efficient team with full-service capabilities. We are solution-focused, with the scientific, instructional design, creative, and technical capabilities to deliver impactful learning materials that pack a punch.
- We work across the spectrum of blended learning delivery, from printed manuals to collaborative learning tools delivered via mobile devices.

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## Who we are and how we work

The company includes 18 consultants and writers, 11 studio colleagues, a digital team of 12, three marketing staff and four administrators. We also work with a network of trusted freelance writers and graphic artists. Our base is a beautifully converted Georgian brewery in central Cambridge. Beer-making stopped in 1972, but there's still a pub next door.

We pride ourselves on the high quality of our work, the frequency with which we exceed our clients' expectations, and our ability to get things right first time.

We work in an informal structure where hierarchy and management are kept to the minimum – a working style that we value highly but which requires colleagues to be mature, co-operative, and self-directed. You can expect after a short time to be managing your own projects as well as creating learning content and supervising its production. These competing demands mean that we are looking for individuals who can work fast and effectively under pressure, manage their workloads and be their own quality controller.

We value and listen to the opinions of all colleagues; good working relations and adult attitudes to teamwork are at the heart of our organisation. Our staff turnover is very low.

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## This role, and what we are looking for

We have an excellent reputation for the high quality of the work that we do. This appointment will enable us to take advantage of the high level of demand from our pharmaceutical clients.

As Account Manager you will own client relationships, manage projects and bring creativity and experience to instructional design. You will have responsibility for designing and creating medical communication solutions for our pharmaceutical clients. You will work with internal and external colleagues as required and be responsible for maintaining the high standards of quality and attention to detail on which our reputation is based.

You will be someone who is comfortable managing multiple projects concurrently, and able to coordinate input from a range of sources effectively. You'll definitely be someone who can prioritise appropriately, and proactively manage clients and other stakeholders to keep projects on track. You will be able to assimilate information quickly and efficiently – often having to think on your feet – and will confidently lead client discussions. You will thrive in an energetic and fast-paced environment and will enjoy a 'can do' culture.

As well as having experience working in a similar role in a medical communications agency, the ideal candidate will:

- deliver projects that achieve client objectives, on time and on budget
- show the responsiveness and agility that delivers a great client experience
- influence and negotiate diplomatically
- work efficiently, successfully managing multiple projects at once
- forward plan and anticipate risks and challenges but will also positively adapt to change and problem-solve effectively
- confidently and clearly communicate and lead productive collaborations
- exhibit a strong commercial awareness and be comfortable participating in financial discussions
- work effectively with internal and external teams to ensure quality and smooth delivery of work
- oversee accuracy and compliance of all materials.

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## What we offer

We offer the satisfaction of stimulating and varied work performed to a high standard in a friendly and supportive environment. As a member of a small company you will have the potential to influence the development of our business and to contribute to and share in its success. The role will give you the chance to express a high degree of independence and creativity, whilst retaining the guidance and support of an experienced and dynamic team.

The role is full-time; we offer a salary related to capability and experience, a contributory pension scheme, life assurance, subsidised gym membership, and 25 days annual holiday (in addition to statutory holidays). In successful years we make bonus payments.

Our Cambridge office re-opened in early 2022 and all colleagues have moved to a flexible working pattern with some time spent in the office and some time working from home.

### Making your application

To apply for this role, please send us:

1. A covering letter, explaining your suitability for the role. Please state where you saw this post advertised.
2. Your CV.

Please email your application to Ruby Harrison:

**[recruitment@acteoncommunication.com](mailto:recruitment@acteoncommunication.com)**

Applications will be accepted and processed upon receipt.

### Further information

For further information or to discuss the role, please contact Tori McKillen on 01223 312227.

Acteon designs and delivers blended learning to help organisations flourish. We craft creative solutions that make a real and lasting change for our clients. We provide support for strategy & design, change communication, e-learning, blended learning, mobile, video, animations, workbooks, gamification, coaching tools and learning management.

Acteon is a multi-award winning agency with an international reputation for quality and innovation.

[acteoncommunication.com](http://acteoncommunication.com)

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