

Who are we?

Prescript is an independent healthcare communications agency, offering a unique range of multifunctional services. Our engagement model ensures that value is amplified at every step of the journey, from molecule to patient. Together, we create powerful communications, designed to deliver knowledge to the right people at the right time, across a variety of inspiring and creative tactics. We call this ingenious, and it's how we set our clients apart.

Role summary

You will support the day-to-day management of client accounts, working with stakeholders to ensure efficient project delivery. You will demonstrate a solid understanding and application of key project management competencies and a basic understanding of strategies and internal audience messaging/activities. You will help clients to communicate with their desired audience to the highest of standards in a timely, effective and profitable manner.

Location

Hybrid. Fortnightly in-person days at our office in Biggleswade.

Key responsibilities

- Supports the Client Services team in the day-to-day management of designated accounts
- Works under guidance to manage actions, prioritise tasks and ensure projects are running to time and on budget
- Supports colleagues by reviewing materials, always ensuring attention to detail
- Conducts desk research as directed by senior colleagues
- With support, ensures internal processes are rigorously observed
- Developing knowledge of internal processes and how to use them appropriately
- Assists in the monitoring of projects against timelines and budgets, highlighting to senior team members any issues that may arise
- Responsible for opening project and related processes/tasks
- Monitors project progress and notifies senior team members of issues
- Supports the preparation and facilitation of case studies and 'wash-up' meetings on project completion
- Supports the senior team with client queries and requests
- Creates meeting agendas
- Takes notes in client meetings, producing an accurate, action with deadlines-oriented meeting report
- Prepares information for inclusion in status reports. Prepares client contact reports
- Reviews and analyses client management information to identify trends and opportunities for enhanced service delivery
- Ensure client retention; measure, evaluate and maintain the highest levels of client satisfaction

Knowledge, education, experience and skills

- Strong organisational and prioritisation skills, experience with customer management is advantageous

- Interest in the pharmaceutical, marketing and communications industries
- Bachelor's degree level education: preferably science, marketing, or communications, also considered
- Awareness of industry guidelines and best practices
- Appetite for continuous development and open to opportunities for learning