

Job Description

Job title:	Account Manager
Reports to:	Operational Account Manager
Department:	Delivery
Work location:	London

About uMotif

uMotif's mission is to put patients at the centre of research by building data capture solutions people love to use. Designed with patients for patients, the uMotif platform supports data capture for each phase of clinical research across all therapeutic areas. Over 22,000 participants use our applications to track and submit e-consent, symptom, eCOA, ePRO, and wearable device data. With expertise in engaging patients and fast deployments, we work with 10 of the top 20 global pharmaceutical companies to power large real-world evidence (RWE) and virtual studies.

Job Summary

We are looking for candidates who have experience working independently with customers to achieve high-quality eClinical deliverables to deadlines. The successful individual will act as a key point of contact with customers, working closely with colleagues across uMotif, to ensure delivery of our ePRO technology to the highest standards as set by our clients, healthcare professionals, and patients using our platform. The role will report in through our Operational Account Manager (OAM) and provide a great fit for an applicant looking to develop, in due course, into the OAM role themselves.

Responsibilities

Day-to-day activities include setting up, deploying, maintaining, and decommissioning of projects. Project tracking including resourcing, timings, and internal metrics. Maintaining quality oversight of project builds; and managing resolution of issues triggered through the helpdesk.

Requirements

uMotif are looking for an enthusiastic, detail focused individual, with proven experience of delivering eClinical technology for clinical research. The role requires strong communication and organisational skills as success will be driven through interacting with external customers including pharma, biotech, CRO, and healthcare organisations.

Nice to have

Familiarity with ePRO and eCOA.

What we offer

- 25 days holiday per year, plus an additional day off for your birthday
- Bupa private medical insurance
- Pension contribution
- Share options
- Cycle to work scheme
- 'uToken' annual lifestyle bonus