

Client Services Manager

The goal of the European Medical Group is to become *'The go to place for healthcare professionals in Europe by 2025.'* The reason for this and the reason we are in business is *'To challenge and equip everyone to be the best they can. We want to build our Brand to be **Energetic, Trusted, Progressive, Open-Minded** and **Best in Class.**'*

We work and live by the following values and want everyone that works here to do the same.

Entire buy in - Everyone has **loyalty** to our vision, values, culture, and the long-term goals of EMG. We are committed to doing so in a **positive** and **passionate** way.

Make sure you are self-reliant - We all need to be **proactive** and responsible for our own actions. This will lead to an **inspiring** place to work that we are all **proud** of.

Go the extra mile - Always give your best performance, this will create a team that is **different** to anything else, full of **hard working, gold medal winners**.

Role Details:

Days of Work: Monday - Friday

Working Hours: 08:30 - 17:00

Reports to: Director

Department: Client Services

Place of Work: European Medical Group Ltd t/a European Medical Journal
City of London

Duties:

- Could you keep all projects on schedule, under budget and moving steadily towards completion?
- Can you create and adapt project work plans for every eventuality? Meet financial objectives, prepare schedules and manage expenditures?
- Are you an active and enthusiastic team leader?
- Can you manage, delegate and mentor?
- Have you ever managed a team? Could you manage and train a team of four?
- Are you charming? Would you like to travel Europe attending congresses and interacting with clients? Can you maintain and develop relationships with existing customers and win over new ones?
- Could you submit project status reports to management and stakeholders?
- Are you confident liaise with businesses via telephone and email to understand all of you clients' expectations to get 100% client satisfaction?

What's in it for you?

- Amazing progression opportunities within the company
- International travel!
- Quarterly offsite planning days
- Summer Ball and awards night
- Fun monthly incentives for meeting targets
- Company wage with increases after employment milestones
- Exciting and growing industry
- Ongoing coaching and training
- Positive and supportive work environment

If this sounds like you, apply now!

- Bachelor's Degree
- Strong IT Skills - MS (Excel, Outlook and Word)
- PRINCE 2, Agile or ILX Project Management Training
- Confident and a great communicator
- Project management experience
- Organised!
- Born problem solver
- Leadership skills
- Lives the EMJ Values

What are your goals for your career? For yourself? At the European Medical Journal, we will give you the guidance and training to make them possible - but do you have the drive to make them happen?