

The details...

Job title: CDMO Sector Lead (Biologics)

Location: USA/EU

Job purpose

The CDMO sector lead will become the agency's 'go-to guru' to provide industry insight and day to day leadership of the account teams at ramarketing, delivering above and beyond clients' expectations. Quite simply, you will become our subject matter expert for biologics with a broad understanding of the CDMO space.

As a senior member of the team, the CDMO sector lead will contribute actively to process improvement and business development (new and existing clients), always looking for opportunities to be better than yesterday. In close collaboration with the heads of department, head of ramarketing and the founder, the CDMO sector lead will play an active role in ensuring we are assessing the future needs of our clients (industry and agency) so we can develop products and services that position the agency uniquely in the marketplace.

The CDMO Sector lead will provide Account /Relationship management and business development support to key clients. When not directly involved, the CDMO Sector lead will support the delivery teams through technical know-how, content review, messaging insight and market knowledge to ensure the world-class, industry-specific quality of our work.

The CDMO Sector lead will do whatever the business needs to drive growth and client retention/acquisition in support of the senior team and the board.



Principal job elements & responsibilities

- Work alongside the head of ramarketing and heads of department to contribute to the development and maintenance of world class delivery across all disciplines.
- Responsible for providing industry insight whenever required, overseeing outputs (technical content and quality) where required and managing key relationships as a senior account lead.
- Accountable for client satisfaction, retention and account growth within the sector.
- Lead and nurture the team, helping retain key personnel.
- Maintain and promote positive, effective relationships both internally and externally with colleagues, clients and all stakeholders.
- Reflect the values and collaborative culture of the business both externally and internally.
- Maintain a core focus on CDMO trends, technologies, innovation etc, and the external market environment amount pharma and biotech.

Business Development

Work with the founder/business development team to develop sector specific sales strategy.

- Support pitches (industry/technical content creation and attendance at meetings), events and conferences by showcasing sector knowledge through different media.
- Identify opportunities to maximize business performance and quality of client experience.



Leadership

- Lead, inspire and manage the project/account teams, ensuring their ongoing professional development.
- Provide highly visible, professional management and leadership across the business on a day-to-day basis, maintaining the highest levels of staff engagement
- Instill and inspire the highest levels of client experience.
- Proactively support all areas of the business with training, coaching and mentoring.

Skills and experience

- Has held managerial and/or leadership positions.
- Has a medical science degree
- A PhD in a medical science would be desirable
- A proven track-record within the CDMO industry (a strong background in biologics) and with an understanding of the global nature of the sector
- Experience of working in a business development or operational role e.g. project management / client services, within the CDMO sector
- Commercially savvy with understanding of the small to mid-sized company working environment.
- Able to confidently operate with autonomy and deal with senior clients.

Behaviors

- The CDMO Sector lead will live and breathe our ramarketing approach to work. Someone with commitment, drive and a passion for their craft. That wants to get stuff done. And who wants to learn and support their team to do the same.
- Be able to shoulder the responsibility of being a sector lead, confidently inform and advise the team and business.
- Acts with utmost integrity and professionalism. A sense of humor will help too.
- Able to communicate effectively and authentically both face to face and via different mediums.



- Natural desire to continually learn and improve both their teams and themselves.
- Highly resilient in a fast-paced global environment and able to embrace change and bring others along with them.
- Driven to be the best and coach others to be the best too.
- Gets a kick out of delivering results to clients.
- Energetic outlook, engaging team player and positive approach to life and work.

