

Client Engagement Manager

FULL-TIME, PERMANENT

SALARY: £40 - 45,000 + COMMISSION + BONUS

WORK SCHEDULE: Monday to Friday

PLACE OF WORK: Awakn offices in London and Bristol, and Remote working

The Company

Awakn Life Sciences Corp. (NEO: AWKN, OTCQB: AWKNF, FSE: 954) ('Awakn') is a leading clinic-based biotechnology company, researching, developing, and commercialising combined therapeutics to treat addiction.

Addiction is one of the biggest unmet medical needs of our time, affecting over 20% of the global population. Awakn is working to disrupt this underperforming industry by advancing the next generation of drugs and therapies to be used, in combination, through preclinical research, clinical stage trials and through delivery of treatments for AUD and a range of other mental health indications in our clinics in London, Bristol and Oslo.

We have a near-term focus on Alcohol Use Disorder and Awakn's team consists of renowned research experts, world leading chemists, scientists, psychiatrists, and psychologists.

Please visit our website:

<https://awaknclinics.com/> | [Twitter](#) | [LinkedIn](#)

About the Role

We are looking for a passionate, resilient, self-driven and enthusiastic individual to join our team. The Manager is the lead client-facing contact responsible for establishing, maintaining, and enhancing client relationships with our company. The ideal candidate will be excited by the idea of working in a fast-paced start-up and recognise the importance of their role in helping us achieve our growth ambitions.

The role is also responsible for driving new business opportunities in new and existing client accounts, including individual clients looking to access our services, and clinicians and healthcare companies looking to refer clients to our service. The Manager will be familiar with CRM tools, and have a keen eye for marketing automation to find new ways to integrate tools and platforms to enable the teams to become more effective.

You will be responsible for providing day-to-day oversight of sales and the primary contact for prospective clients and establishing strong sales and client relationships. As such, you must have exemplary personal skills and a personable demeanour, a deep understanding of client's needs, as well as a proactive approach to problem solving.

Responsibilities of the Role

- Manages the clinic-based client service operations, and act as the first point of contact.
- Develop and implement processes and procedures to improve client service operational efficiency and revenue forecasting accuracy through accurate sales pipeline management (HubSpot).
- Collaborate with Awakn management and clinic teams and monitor all aspects of client engagement activities, including communication, technology, and development.
- Interact with clients to identify their needs, and take their feedback regularly.
- Use advanced analytics and data to identify new opportunities, boost response rates and show a compelling return on investment (ROI).
- Track and report key performance measurements for client engagement activities.
- Monitor the ongoing client engagement campaigns and plan on making them more effective.
- Providing excellent service and support to the existing clients to build healthy relationships with them.
- Work closely with Marketing and contribute to client engagement ideas on the company's social media pages.
- Manage marketing and engagement campaigns on social media platforms.
- Collect reviews and testimonials that appraise the Awakn brand image.
- Create engaging marketing and sales plans for services.
- Develop and deliver training programs for client facing teams to support the company's growth objectives and goals.

Qualifications, Experience and Skills Required

- Proven experience as an Engagement Manager with Sales skills
- Bachelor's degree or equivalent combination of education and experience.
- Proven ability/ experience in market research, with experience in Sales and marketing operations or CRM experience is a plus.
- Strong knowledge of financial and business operations with proven ability to drive growth and operational efficiencies.
- Proven ability to design techniques to create meaningful client relationships that result in sales.
- Able to produce clear, substantive, and effective written communications.
- Proficient in MS Office and Google Workspace and customer service software
- Strong organisational and time management skills, and initiative-taking and people orientated.
- Customer-oriented approach
- Excellent verbal and written communication abilities
- Sharp business acumen
- Goal orientation and problem-solving aptitude

Why Work With Us?

The benefits of working for Awakn are valuable. Our mission is strong and makes a critical contribution to society, our benefits package is competitive, our scope is international, and we genuinely care about our people and their success.

As a Client Engagement Manager, you will enjoy the following pay package:

- **£40- 45,000** annual base salary; annual bonus and commission
- Attractive benefits including **death in service, pension**
- **25 days' paid holiday** together with the usual public holidays.

You will have the opportunity to expand your experience and learn from the best as you collaborate with colleagues and founders in various departments. You will also expand your knowledge outside of your original remit with opportunities for learning and growth and potential to move into other related areas as the company grows.

Awakn is an equal opportunity employer. Individuals are selected based on their abilities and merits to perform the tasks required. Our policy is to be fair and consistent in all aspects of our business. We recognise, respect and value differences and diversity. All applications received, will be processed confidentially and be subject to the company recruitment and selection processes. Employment is subject to satisfactory pre-employment checks including DBS by the Disclosure Barring Service.

How to Apply

If you're interested in applying for this position, submit your application and cover letter at HR@awaknlifescience.com