

Awakn™ Clinics

CLIENT ENGAGEMENT & SALES MANAGER

FULL-TIME, PERMANENT

SALARY: £40 - 45,000 per annum + Sales commission

REPORTS TO: Managing Director, Clinics and to Chief Marketing Officer

PLACE OF WORK: Awakn Clinics (UK) – 70% of time-based in the London locality

The Company

Awakn Clinics is the UK and Europe's first chain of psychedelic-assisted therapy clinics. At Awakn clinics, we deliver ketamine-assisted therapy to our clients. This approach combines talking therapy with sessions assisted by ketamine and offers the potential to create fundamental changes that profoundly improve clients' mental health. Awakn Clinics is a subsidiary of Awakn Life Sciences, an international biotechnology company developing therapeutics to treat addiction.

Please visit us online:

<https://AwaknClinics.com/>

<https://AwaknLifeSciences.com/>

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About the Role

We are looking for a passionate, resilient, self-driven, empathetic and enthusiastic individual to join our team. This is a client-facing role responsible for generating, maximising and sustaining our sales pipeline to achieve our revenue targets. Central to this is generating client treatment starts and making new and existing clients and potential referrers aware of the company's service range. This will include liaising with clients enquiring and self-referring to our services, promoting treatment services to new clients, and building relationships with key referring partners. Key stakeholders to engage with include private healthcare, psychological treatment and psychotherapy services, Public Health Services, the NHS and third-sector organisations. The role will contribute to the strategic business development of the company by developing referral pathways, partnership relationships, marketing and developing successful methods of reaching clients who would benefit from Awakn treatment services.

The ideal candidate will be excited by the idea of working in a fast-paced start-up and recognise the importance of their role of generating sales to achieve the company's revenue and growth targets. You will be the primary contact for prospective clients and as such you must have highly developed interpersonal skills and a personable demeanour, a deep understanding of client needs, as well as good time management, and thorough knowledge of mental health services and related therapies. You will have strong confidence in your communication and ability to build relationships with prospective clients who may be experiencing mental health challenges, and key partners to maximise revenue growth and clinic utilisation across Awakn Clinics.

Awakn™ Clinics

Responsibilities of the Role

- Develop and implement sales and business plans to meet sales targets and business objectives for Awakn Clinics.
- Research and generate new partnership and sales opportunities within the existing client accounts and new potential clients within the areas of Clinic operations, and beyond.
- Provide potential and existing clients with information about Awakn services in order to identify and maximise new sales opportunities.
- Develop and maintain relationships with clinicians and healthcare providers looking to refer clients to our service.
- Maintain accurate records of all actual and potential sales activity and prepare regular forecasts to enable effective forward planning and measurement of revenue performance.
- Assist marketing in the development of sales, promotional and marketing literature and associated documents to improve the marketing of the company's services and the company itself.
- Monitor the progress towards achievement of sales targets and client engagement objectives and take any necessary action to ensure these are achieved.
- Maintain effective internal communication to ensure all relevant managers are kept informed of sales objectives and ongoing client engagement campaigns and plan of how to increase effectiveness.
- Carry out client satisfaction surveys to identify the scope of improvements in service quality and service delivery at the Clinics.
- Maintain an awareness of developments in sales generation and in the field of psychedelic-assisted therapy to ensure that the company continues to deliver and compete effectively.
- Familiar with CRM tools and marketing automations to find new ways to integrate tools and platforms to make our teams more effective.
- Manage clinic-based client service operations, acting as 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).
- Provide excellent service and support to 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

- Qualification to bachelor's degree level or higher
- Proven experience in sales and marketing within the private health, mental health or well-being sector
- Excellent communication and interpersonal skills
- Excellent sales skills with an impressive record of achieving targets
- Thorough knowledge and experience in sales and marketing and sales management
- Experience selling into private health care clinics - having relationships in the London territory is advantageous
- Proven ability to implement sales techniques to create meaningful client relationships that result in sales and specific examples of closing sales based on return on investment
- Good knowledge of the private mental health sector and associated treatment services
- Proficient in MS Office and Google Workspace and customer service software
- Experience working with CRM tools
- Excellent planning and organising skills
- Client-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 the 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 are interested in applying for this position, please send us your CV and a cover letter demonstrating how you meet the qualifications, experience and skills required and how these apply to the position.

Send to: HR@awaknlifescience.com