JOB TITLE	ACCOUNT MANAGER
Banding	£34,157 to £52,411
Hours	37.5hrs/week (Full time)
Base	Magog Court, Shelford Bottom, Cambridge CB22 3AD Hybrid working options available
Team	Health Informatics
Accountable to	Senior Growth & Engagement Manager
Terms	This is a 12-month fixed-term contract, with the possibility of extension subject to additional funding.

About Health Innovation East:

At Health Innovation East we believe that great ideas only make a difference for our health when they are put into practice. Health Innovation East is the innovation arm of the NHS in the East of England, and we are one of 15 regional Health Innovation Networks that support the introduction of innovative technologies, devices and care pathways to transform health and care.

Our team of clinicians, clinical scientists, commercial and NHS experts works with pioneering start-ups, universities, global corporates and the NHS to ensure that the best innovations in health and care reach the people and places where they deliver the most benefit. We also have a growing team of specialist programme managers, experts in real world evidence and data scientists who support the specialist work increasingly needed to deliver today's world of technology-enabled patient care.

Role purpose:

The post holder will be part of the Health Informatics team at Health Innovation East, which designs and delivers secure, impactful data solutions that help healthcare, research, and life sciences organisations unlock the full potential of health data for patient benefit. Our team solves complex data challenges while upholding the highest standards of security, ethics, and public confidence to enable data-driven research and improve patient outcomes.

The Eastern England Secure Data Environment (SDE) is a regional NHS research data service enabling secure access to de-identified health data to support research, innovation, clinical trials and service improvement in line with national NHS England and Health Data Research Service (HDRS) priorities.

Following the merger of the East Midlands SDE into the East of England SDE, the Eastern England SDE now operates across an expanded regional footprint, working

with NHS Trusts and partners across Eastern England to provide a scalable, federated research data infrastructure.

Cambridge University Hospitals NHS Foundation Trust (CUH) is the lead accountable organisation and Data Controller for the SDE. Health Innovation East works in close partnership with CUH to lead programme delivery, service operations, platform development and the SDE service desk, bringing together technical, operational, governance and engagement expertise.

This role will support business development and customer engagement activities, helping to grow awareness of the SDE and ensure a positive experience for researchers and partners. Working closely with senior colleagues, the postholder will assist in outreach, customer relationship management, and successful coordination of the researcher journey.

This is an excellent opportunity to develop skills in stakeholder engagement, communications, and health data environments.

Key responsibilities:

Supporting Growth & Business Development

- Assist with outreach activities to increase awareness of the SDE.
- Support the development of marketing materials, campaigns, and delivery of engagement plans.
- Help identify and maintain relationships with NHS organisations, researchers, and industry partners.
- Support senior colleagues at events and workshops, helping to engage prospective researchers and partners and promote awareness of the SDE.
- Track enquiries, engagement activity, and pipeline data within our purpose-built CRM.
- Use CRM data to prepare regular reports on pipeline activity, project progress, customer engagement, highlighting key trends and risks to support decision-making.

Supporting Engagement & Customer Experience

- Act as an initial point of contact for general enquiries, responding or signposting where appropriate.
- Capture user feedback to support account growth.
- Support introductory feasibility conversations with researchers and meetings by preparing materials and notes.

- Coordinate communication between researchers and internal teams (e.g. technical, governance, contracting).
- Ensure researchers receive timely updates and a positive experience.
- Support identification and escalation of issues to senior team members.

Coordination of Researcher Journey

- Provide administrative and coordination support across the researcher journey to ensure an excellent customer experience.
- Track progress of projects, ensuring timelines are met and maintain accurate record on the CRM.
- Assist with improving processes by gathering feedback from users and colleagues.

Key relationships & working with others

- Senior Growth & Engagement Manager
- Senior Product Manager
- Programme Delivery & Assurance team
- Business Operations team
- Data, technical and service desk teams
- Communications & Engagement teams
- R&D governance, legal and commercial team
- Researchers and academic institutions
- Industry and life sciences partners
- Clinicians and clinical researchers

Corporate duties:

- Support the organisation in creating an environment that values risk management and promotes the highest standards of health and safety for Health Innovation East's employees, supported by policies and procedures as appropriate
- Comply with current data protection laws and company data protection policy and procedures
- Support the organisation in developing a collaborative working environment and a culture of innovation and positive leadership, participating in the appraisal process, as required
- Promote Equal Opportunities and affirm that staff, colleagues, patients and others who encounter Health Innovation East are afforded equality of treatment and opportunities.

- Observe Health Innovation East's Equality and Diversity policy in every aspect of your work, avoiding any behaviour which discriminates against colleagues, potential employees, patients or clients on any grounds
- Work with others appropriately to achieve organisational goals
- Comply with the Health Innovation East values and behaviours

Person Specification:

	Essential	Desirable
Qualifications and training:	• Degree (or equivalent experience) in a relevant field such as business, communications, health, or life sciences	• Interest in health data • Experience working in life sciences sector
Knowledge and understanding	• Experience in a customer success, business development, account management, project management or coordination role • Awareness of stakeholder engagement or business development principles • Experience working as part of a team • Experience using CRM systems or databases	• Awareness of the NHS, research, or health data environments. • Basic understanding of data protection or confidentiality principles
Skills	• Strong organisational and time management skills. • Good written and verbal communication skills. • Confidence presenting and speaking to internal colleagues and external stakeholders • Ability to work collaboratively with colleagues and stakeholders. • Ability to follow processes and escalate issues when needed • Confidence using digital tools (e.g. Excel, CRM systems, communications platforms).	• Ability to identify trends, risks, and opportunities and translate findings into practical recommendations.

	• Experience producing reports or dashboards using CRM or operational data.	
Disposition/ Aptitude	• Positive, proactive, and willing to learn. • Strong customer-focused approach. • Good interpersonal skills, with the ability to build relationships. • Interest in improving healthcare through research and data. • Comfortable working in a fast-paced and evolving environment.	

The role holder will sometimes be required to be flexible with their hours of work for the team to collectively meet certain deadlines.

Occasional travel both within the region and nationally is required.

Right to work in the UK

Applicants must be able to provide evidence of their right to work in the UK at the point of interview.

Personal development responsibilities

- Understanding and awareness of own personal development needs
- Maintenance of a compliant professional portfolio where required.

Key relationships

Internal - all Health Innovation East employees will be expected to form key relationships within the organisation relevant to the role.

External - in addition, the successful appointee will need to develop and build relationships with external colleagues as relevant to the role. These may include, but are not limited to, relationships with colleagues within partner organisations such as:

- Industry partners including SMEs and large corporates within the health arena.
- Academic partners in Higher Education Institutes and Tech Transfer Offices.
- Funding/investment organisations.
- Applied Research Collaboration (ARC) East of England colleagues.
- NHS Trusts and NHS Foundation Trusts.
- Local Government.
- Integrated Care System and Integrated Care Boards.

- Third Sector Organisations.
- Patient Advisory Groups/Services.

Benefits of working at Health Innovation East

As part of the benefits package, Health Innovation East's employees are entitled to 27 days of annual leave plus bank holidays (pro rata for less than whole time equivalent) and are offered a company pension (employer contribution up to 10% of annual salary), life insurance (on completion of a probationary period) as well as a cycle to work scheme. In addition, all employees have unlimited access to the company's well-being programme which is externally provided and fully confidential. Team members on secondment will remain on their employer's terms and conditions.

How to apply

To apply please submit your CV and a covering letter **by 11:59pm Sunday 15th November** to recruitment@healthinnovationeast.co.uk specifying your motivation for applying and how you meet our person specification. For an informal discussion, please contact InformaticsOperations@healthinnovationeast.co.uk

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation.