

Job description: SENIOR ACCOUNT MANAGER, Healthcare

Mole Digital is looking for an experienced agency account manager to join its multi award-winning team. If you are looking for a new challenge for 2026 which will offer you the opportunity to use your top-tier client and project management skills to support our fantastic portfolio of happy healthcare industry clients, this could be the role for you.

Location: Remote with some time at our office in Wiltshire (1-2 days per month)

Salary: £45,000-£50,000

Job role:

With significant experience in a digital agency environment, you'll be able to make an impact from day one. This is a hybrid client and project management role, working across a broad range of complex digital projects. You'll be the main point of contact for some of Mole's biggest clients, and will love the buzz of listening, learning and advising in a way which helps our clients to feel valued and supported. You'll also be responsible for overseeing the smooth and successful delivery of large, multi-channel digital projects and making sure that our reputation for being 'relentlessly outstanding' continues to grow. Projects might range from digital marketing strategy and campaign delivery to website development, video production to e-learning delivery, webinars, live events and more.

Key responsibilities:

- Building and nurturing client relationships, using your digital communications and marketing experience to act as a trusted advisor
- Day-to-day management of client requests, making sure that we are always responsive, supportive and quick to deliver high-quality work
- Leading the end-to-end management of complex, multi-channel digital projects from concept to launch, ensuring seamless delivery and high levels of creativity and strategic thinking
- Creation of multi-channel marketing plans for a range of clients
- Managing budgets, timelines, resourcing and project scope
- Driving project success alongside our skilled digital marketing team, with a thorough understanding of project metrics, KPIs and campaign optimisation
- Work alongside our creative, web and marketing teams to deliver projects which might include social media campaigns, website development, video production, webinars, e-learning and more.
- Work with the account director, providing regular updates on project progress and KPIs and actively providing ideas for further account growth

Essential skills and experience

- 7+ years of **agency experience** which should include significant client and project management experience
- Expert project management skills,
- Experience leading complex, multi-channel digital projects. These must include social, design and video projects.
- A deep understanding of the digital landscape, including digital marketing, digital communications and design
- A good knowledge of email, SEO, PPC and paid social marketing and how they contribute to the overall marketing mix
- Strategic mindset; an ability to understand what a client needs to achieve and to interrogate briefs, proposals and solutions with this in mind
- Strong commercial acumen
- Comfortable with occasional travel to client meetings
- A passion for working with clients to achieve great results and helping them to feel supported, directed and valued
- Ability to juggle multiple projects, work to deadlines, and respond quickly to time-sensitive tasks

Desirable skills and experience:

- A background in healthcare communications
- Experience leading projects involving website development and e-learning
- An understanding of and experience in webinar / live stream / live event delivery

In return we offer:

- A fantastic, creative, award-winning team
- A growing portfolio of happy and enthusiastic clients
- A supportive environment, an open management style, and encouragement for each team member to reach their full potential
- Regular internal training programmes to grow your skills and confidence
- Current rolling trial of a 4.5-day week which gives everyone a 2pm finish on nearly every Friday to enjoy a (paid) early weekend
- Pension scheme, private healthcare option, generous holidays and small extras such as Perkbox membership

Job type:

- Full time
- Options for remote, office-based or hybrid working to suit your location and circumstances. 1-2 days per month in the Mole offices in Devizes, Wiltshire. Occasional travel to client locations.