

WE ARE HIRING!

SENIOR PATIENT RECRUITMENT MANAGER

Permanent, Full-time · MANCHESTER · UNITED KINGDOM (hybrid)

ABOUT THE JOB

COUCH Health is growing and we're recruiting a Senior Patient Recruitment Manager to help us reach new heights.

This is an amazing opportunity for someone with 5 years' experience working within patient recruitment. This role also comes with the chance to make a real impact within the industry, work with some fantastic clients, and help COUCH Health continue to build the right kind of success story.

We truly believe that this role is key to the on-going growth of the agency, offering you the unique opportunity to be involved in every aspect of patient recruitment. As you would expect, that means you must be able to work swiftly and flexibly, whilst feeling comfortable with making decisions about tasks to prioritise.

You need to have the drive to develop and build client relationships, help shape client strategy and stimulate ideas throughout the business. As the team expands, we want someone that is energised by mentoring and managing the more junior team. In turn, we'll provide relevant training and support for your own career development.

YOUR ROLE

Key Responsibilities:

- Leads the development, preparation, approval, and distribution of materials relating to patient recruitment tactics, from sponsor contracting through to closure of patient recruitment activities
- Leads the discussion and collaborates with study-specific functional area leads to identify and evaluate fundamental issues pertaining to successful patient enrolment. Interpret data to make sound and justifiable business decisions and ensure solutions are documented and agreed
- Acts as main point of contact and SME for patient recruitment, communicating with clients to provide timely project updates and project related fiscal information. Collaborates with contracts and proposals development, project management, and clinical management to achieve contractual and financial project goals within specified timelines and to a high quality
- Develops initial patient recruitment plan or reviews and provides feedback of first draft patient recruitment plan
- Takes responsibility for periodic review of all subsequent updates as per scope of work
- Ensures all project deliverables meet customer expectations, including contracted deliverables, provision of accurate projections, reports and updates, together with ongoing risk assessment and proactive mitigation strategies. Completes and documents scope changes

- Contributes to departmental growth through internal and external business development opportunities through support of pre-award opportunities
- Serves as a mentor and/or provides project management oversight to less experienced staff
- Leads or participates in change initiatives across and within the health engagement business unit

Detailed Responsibilities:

- Compilation of status reports for clients as needed
- Briefing and updating internal team members, and managing internal delegation of all tasks
- Attending client meetings and presenting agenda items
- Third Party Management (where applicable)
- Obtaining accurate quotes prior to commencing work and discussing details as necessary
- Overseeing activities completed by third parties and providing liaison between them and COUCH Health client
- Assisting training and supporting new staff

**ABOUT
YOU**

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If you can demonstrate the following:

- Approximately 3 years of clinical research / project management experience including clinical site and CRO or sponsor experience; patient recruitment & retention experience highly preferred
- BA or BSc in a scientific discipline; advanced degree preferred
- Scientifically and clinically astute, with very strong project management and communication skills
- Familiarity with branding and the digital activities of projects is preferred
- Prince2 Qualified Project Manager or equivalent
- Strong presentation skills, interpersonal skills, as well as a team-oriented approach
- Excellent verbal, written, communication and time management skills
- Ability to multitask under tight deadlines on several projects with specific and unique requirements, while providing attention to detail and high quality work
- Ability to be flexible, adapt to change, work independently, as well as work as part of a team in a matrix environment
- Strong study-level and department-level operational experience, with a track record of leadership and a willingness to challenge yourself to meet study, department, and company goals.

Then you tick our boxes!

COMPANY PERKS

If you join COUCH Health, you will receive the following benefits:

A fun and stimulating working environment to learn new skills, develop and further your career

30 days annual leave and 8 bank holidays (plus your birthday off!)

Monthly social events

Company pension

Health cash plans

Bike to work scheme

Access to mental well-being experts any time

Our company is powered by people diversity and thought diversity. We want applications from all kinds of people and are committed to building a team that has diverse characteristics, backgrounds, skills and personalities. Transformative inclusion is in our DNA, so we always have diverse screening, shortlisting and interview panels to ensure that we recruit the best of the best. This, we believe, will help you and us to achieve great things.

We want our team members to have happy, healthy, and fulfilled lives outside of work. As a highly creative and innovative business, we're very open to doing things a bit differently. We are happy to consider anyone looking for flexible working, including part-time working, compressed hours and/or a job share.

There will be plenty of opportunity to learn and grow in your job role and we're committed to providing the necessary training and support to help you develop and reach your full potential, regardless of your background.

THE OFFICE

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DEMAND
DIVERSITY

COUCHAcademy 