

Digital Support Assistant

Central London

Permanent position

We are seeking a Digital Support Assistant to join our busy Digital team who are responsible for managing and delivering digital projects to the world's leading pharmaceutical companies. This newly created, essential support role will engage with all members of the team, assisting on multiple projects and tasks. You will be working in a fast-paced agency environment across multiple projects as part of a supportive team.

System Analytic helps pharmaceutical teams to identify, manage, and engage their opinion leaders and experts through a variety of market research services and digital tools. That's all we do, and we excel at it. Our clients are the world's top pharmaceutical companies.

System Analytic is part of the WPP Health Practice which is made up of four specialist agencies – Ogilvy CommonHealth Worldwide, ghg | grey health group, Sudler London and System Analytic. Each of the agencies operate independently under their own unique brands but are united by a shared vision and purpose to deliver the full depth and breadth of their specialized services to clients. With the aim of providing innovative, pragmatic strategic counsel for clients' increasingly complex needs, WPP Health Practice is there to create a new health consulting capability.

What does the role involve?

- Following set protocols for managing communications with doctors on behalf of our clients
- Recording and auditing data
- Managing and processing client requests for information
- Providing a polite, responsive and efficient service at all times
- Identifying, reporting, escalating and resolving issues
- Producing error-free communications – emails, presentations and spreadsheets
- Contributing ideas for improving our processes and efficiency.
- Assisting colleagues to prepare for client presentations
- Co-ordinating and scheduling and minuting internal or external meetings.
- Keeping trackers and project plans up to date as required.

What you will bring to the table

- Excellent IT skills – especially Microsoft Word, Excel and PowerPoint

- Meticulous organisational skills (time management, meeting deadlines, following – and improving on protocols)
- Attention to detail and multi-tasking are your super-powers!
- An interest in learning about the pharmaceutical and digital sectors
- Error-free written English and a pleasant and confident email and telephone manner
- A pro-active approach to anticipating problems
- A positive and enthusiastic attitude towards work
- Able to work calmly to tight deadlines – even whilst under pressure.

Our philosophy

Unlike other companies in our space, at System Analytic we don't just create great products; we aim to be the world's best in what we do. We are looking for people with a similar determination to help us become even more brilliant.

As part of WPP, the world's largest communications and marketing agency network, we offer a great package of benefits, such as free gym membership, health insurance, and generous holiday entitlement.

Think you're the right person for the job?

We'd love to hear from you. Send your CV including a cover letter telling us all about yourself to recruitment@systemanalytic.com