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## Clinical Specialist

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<b>Reporting to:</b> Clinical Development Manager	<b>Direct Reports:</b> None
<b>Department:</b> Q-close	<b>Location:</b> Field based covering South of England (South East / South London)

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### Company Information

Established in 2000, Clinisupplies is a UK based medical devices company specialising in the manufacturing and marketing of products for the primary and secondary healthcare sectors.

#### *Mission*

To enhance quality of life and provide peace of mind

#### *Vision*

Access to precision MedTech for every patient, globally

#### *Values*

- Agile
- Inquisitive
- Collaborative

### What do we stand for?

#### *Same on outcomes. Better on price*

At Clinisupplies, we want to make a difference in healthcare. That means understanding our customers' needs and delivering on their biggest priorities. We recognise that the NHS needs to offer quality of care and save money – that's why Clinisupplies offers products that are designed to deliver value to customers. With a strong focus on Urology, Wound & Skin care, and Wound Closure, our products and services are developed to assist clinicians and patients, with practical solutions that provide high quality outcomes at an exceptional price.

The wound closure market represents an exciting, fast paced and rewarding clinical sales area, mostly due to an untapped product group that sits predominantly with one supplier. Q-close provides proven polymer performance, and manufacture quality equivalent to the market leader, offering strong sense of familiarity essential for successful delivery of clinical confidence and sustained market compliance.

## Role summary

To implement the Q-close sales strategy by coordinating and managing product evaluations; and supporting new and existing customers in the clinical environment.

## Role responsibilities

A summary of key areas of responsibility is as follows:

*The following provides an indication of the key responsibilities involved in this role but is not intended to be an exhaustive list of all the duties that you may be required to do*

- Successfully support product evaluations in targeted NHS and private sector accounts in agreement with CDM and Account Manager
- Work alongside your designated Account Manager/s, and CDM to progress pipeline and evaluation projects into implementation accounts
- Provision of a flexible clinical resource to accommodate the ever-changing requirements of the customer and wound closure market, enabling the business to react quickly to change in line with business objectives.
- Proactive management of new product and/or account evaluations, to meet minimum 80% conversion success rate within the agreed timeline/s, through the provision of daily clinical support to all end users to achieve maximum product adoption
- Work effectively with other members of the team in efficiently managing product evaluations and ongoing business development activity to drive maximum usage and Q-close market awareness
- Support customers in product usage through product training initiatives and provision of wound closure resources
- Develop effective working relationships with key clinical and management stakeholders in the Decision-Making Unit in target accounts (i.e. key clinical, management and support staff)
- Prioritise time and gain appropriate levels of access to theatres and theatre staff to be effective in supporting evaluations
- Develop and maintain an expert understanding of the clinical and business context in which the Q-close products are utilised. Underpin all planning and communication activities with this knowledge so work plan is aligned to your regional and the teams annual forecast and pipeline activity
- Develop and maintain expert understanding of the Q-close product range and competitors in order to support evaluation activity, and effectively address customer objections that could otherwise impact clinical confidence
- Develop and maintain effective working relationships with all key internal stakeholders within the Q-close and Clinisupplies team
- Demonstrate ethical and customer focused behaviour at all times in line with the core Clinisupplies values, and balance this expertly with driving new business from the clinical setting in line with company objectives and expectations
- Set personal targets and goals and hold self-accountable for delivery
- Utilise resources available and exploit data/information to support customers appropriately
- Seek out new business development opportunities within evaluating accounts to maximise Q-close adoption
- Complete all territory and call planning activities in line with management expectations
- Manage product complaints in line with Clinisupplies protocol with submission of online complaints submission within 24hrs of initial contact from customer
- Report all support activity utilising the business tools and systems provided

### **Skills and Experienced Required:**

- Operating theatre sales experience and / or operating theatre clinical experience is essential
- Previous Clinical Specialist role within the surgical division and/or theatre consumables area would be advantageous.
- Aptitude to become a product expert and be able to assimilate clinical information quickly (requires life science / science / medical degree level education)
- Advanced Microsoft skills – Word, Excel, Powerpoint and Outlook
- Effective listener with strong collaboration skills
- The ability to work calmly under pressure
- Attention to detail
- Capable of using initiative to manage unforeseen changes
- Problem solving ability to effectively manage roadblocks to remain on track to fulfil company objectives
- Highly organised to manage administrative tasks on daily basis, including staying on top of emails and phone calls, sharing of customer intel, and general customer service support
- Excellent communication skills to accomplish business objectives and work well within a close team
- Possess strong interpersonal skills to build strong long-lasting relationships with customers
- Self-motivated
- Strong public speaking and presentation skills highly desirable to provide product support and deliver clear instructions.
- Appreciation and knowledge of NHS hierarchy for efficient networking and stakeholder mapping
- Demonstration of innovative behaviour to help challenge status quo
- Capable of adapting to fast paced environment with ease
- Ability and motivation to travel to required regional accounts, and requirement for some overnight stays to service the needs of the business and team when appropriate

Candidates must be eligible to live and work in the UK. **No agencies please.**

Clinisupplies is dedicated to the continuous development of our employees and offer excellent career prospects for the strong candidate. We offer an attractive benefits package including a competitive salary, 26 days holiday pro-rata (increasing with service) plus bank holidays, contributory pension scheme, profit related pay, private healthcare, EAP, and other varied employee benefits.

Clinisupplies Limited is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.