

BUILD CONNECTIONS THAT MATTER

Join us as our Consumer Engagement Specialist

At Advanced Bionics, we are dedicated to developing pioneering hearing innovations that enable individuals to hear again, or for the first time. Our work facilitates powerful connections and brings the joy of sound to life. Every day, we advance the frontiers of audio technology, allowing our recipients to live a life without limitations. Our talented and dedicated employees around the globe understand they are contributing to something greater than themselves – they create sense.

Join Our Community and Support Team

We invite you to become a part of our Community and Support Team, where you will build enduring relationships with individuals considering cochlear implantation and their families. Additionally, you will play a vital role in educating the professional network to ensure that those who would benefit from cochlear implants are identified and referred.

Our Consumer Engagement Specialist position merges marketing, sales, education and training within a clinical business environment, collaborating with the NHS, as well as the Third and Private sectors.

Ideal candidates will possess strong social skills and have experience in (re)habilitation, audiology, and/or cochlear implants. Join us if you are eager to work with a team committed to truly transforming lives.

What we offer:

- Attractive salary and bonus potential, based on company and personal performance
- Five weeks holiday plus all UK bank holidays
- Employee Assistance Program, including financial planning guidance
- Opportunities to grow with us
- Employee referral scheme
- Death in Service benefit
- Health cash plan reimbursing you for the cost of dental, optical, prescription and other costs.
- Matched pension at 5% increasing with service

About the role:

As a Consumer Engagement Specialist at Advanced Bionics, you will play a crucial role in developing and implementing the consumer initiative strategy within the UK, aligned with our global lead generation strategy. Your responsibilities will include:

- Training cochlear implant, audiology and rehabilitation professionals on Advanced Bionics products and resources, specialising in our (re)habilitation tools and resources
- Identifying and capitalising on market opportunities to promote the Advanced Bionics brand directly to those considering CI, aiming to generate leads and drive market growth.
- Engaging directly with CI candidates and their families, providing personalised support and guiding them throughout their hearing journey.
- Collaboratively planning and implementing the promotion of Advanced Bionics products, resources and services at consumer-focused conferences and events.

- Working with the Clinical Team to support their sales activity. This will include candidate-focussed events such as Cochlear Implant information days and identifying areas of potential growth and creating a strategy plan accordingly.
- Contribute to activities and events which involve our Advanced Bionics Community Mentors and AB team members in areas with potential business growth
- Collaborating with the Marketing team to ensure customer engagement across social media and other marketing platforms and developing local materials to meet our market needs

This role requires a blend of technical knowledge, market acumen, and interpersonal skills to effectively promote Advanced Bionics products, support professionals, and engage with potential consumers.

About you:

- As a strong communicator, you will be driven to build lasting and credible relationships with both internal teams and our consumers.
- You'll communicate effectively at all levels and have excellent written and oral communication skills, coupled with a confident and engaging presentation style.
- You'll be experienced in our field with a solid grounding in audiology, cochlear implant or rehabilitation
- Ideally with a relevant qualification in aural (re)habilitation, you'll be passionate and confident in promoting our (re)habilitation tools and resources to support those considering CI and their support network throughout their hearing journey.
- You will demonstrate adeptness in working independently, all the while maintaining a steadfast commitment to fostering team collaboration and facilitating the dissemination of best practices.
- With a willingness to travel nationally, you'll be happy with overnight stays and weekend working. Occasional overseas travel will be required.
- You'll be a knowledge expert, championing new initiatives and eager to develop your own skills and experiences.

