JOB DESCRIPTION

Post title:	Product Specialist Account Manager
Contract:	Permanent, subject to successful completion of probation
Salary:	up to £46,000
Reports to:	Chief Finance Officer
Working arrangements:	Flexible or hybrid working within the UK will be considered
Travel:	Regular UK and international travel will be required

Company Overview

Vertual is a global healthcare technology company specialising in virtual reality, simulation and digital learning solutions for radiotherapy education and training.
Our products are used by more than 160 hospitals, universities and training institutions and over 40 countries worldwide, helping healthcare professionals develop clinical skills, confidence and competence through innovative educational technology.
As we expand our portfolio of virtual reality, adaptive radiotherapy and digital learning solutions, we are seeking a Product Specialist who can combine radiotherapy knowledge, education and customer engagement to help customers maximise the value of our products and contribute to the development of the next generation of healthcare training solutions.

Main purpose of the role

The Product Specialist is Vertual's product, clinical and educational expert, supporting customers throughout their journey from initial evaluation and demonstration through to implementation, training, adoption and ongoing success.
Acting as a bridge between customers and the business, you will work with hospitals, universities, training providers and distributors across the UK and internationally. You will help users understand how Vertual solutions can strengthen education and training, support successful implementation, and embed our products within curricula and competency frameworks.
You will also gather customer insight, identify emerging requirements and contribute to product development by ensuring that the realities of radiotherapy practice, education and user experience are reflected in our solutions.

Key Responsibilities

Product Demonstration and Pre-Sales Support

- Deliver engaging product demonstrations to prospective customers, partners and distributors.
- Lead credible clinical and educational discussions with radiotherapy departments, universities and training institutions.
- Work with commercial colleagues to explain product functionality, educational value and operational benefits, supporting the progression and conversion of sales opportunities.
- Tailor demonstrations and presentations to customer requirements, learner needs and local workflows.
- Represent Vertual at conferences, exhibitions, workshops and industry events.
- Provide specialist support for distributor-led demonstrations and international customer engagements.

Customer Onboarding, Training and Adoption

- Support customer onboarding, implementation and go-live activities.
- Deliver high-quality product training to educators, clinicians, tutors, administrators and other users.
- Facilitate workshops, educational sessions, webinars and user-group activities.
- Advise customers on integrating Vertual products into curricula, training pathways and competency frameworks.

- Build strong relationships with key users and stakeholders, promoting effective and sustained product adoption.
- Identify barriers to implementation or adoption and coordinate with colleagues to resolve them.
- Create and maintain training resources, user guidance and supporting educational materials.

Customer Success and Account Development

- Act as a trusted product advisor, helping customers achieve value from their investment.
- Maintain proactive contact with customers where specialist input is required and identify opportunities to improve utilisation and educational outcomes.
- Work with Account Managers to support retention, renewals and the adoption of additional products, subscriptions, upgrades and training services.
- Identify customer risks, unmet needs and expansion opportunities, ensuring these are clearly recorded and communicated.
- Support effective handovers between sales, implementation, support and account management activities.

Product Development and Market Insight

- Gather structured customer feedback, user insight and market intelligence.
- Identify recurring needs, emerging trends and opportunities for product improvement or new solutions.
- Collaborate with Product and R&D teams to translate customer and educational requirements into clear, actionable input.
- Participate in product testing, validation, user acceptance and release-readiness activities.
- Contribute radiotherapy and educational expertise to new product concepts, features and learning experiences.
- Maintain awareness of developments in radiotherapy practice, healthcare education, simulation and digital learning.
- Provide opinion on product development to Senior Executive Team and R&D Team.

Internal Collaboration and Knowledge Sharing

- Work closely with Sales, Account Management, Marketing, R&D, SaaS Support and VoD content colleagues.
- Support the development and review of marketing materials, case studies, webinars and educational content.
- Deliver internal product training and share customer, market and competitor insight across the business.
- Keep product knowledge current and contribute to consistent, high-quality customer communications.
- Contribute to continuous improvement of customer-facing processes, training approaches and product resources.
- Undertake other duties appropriate to the nature and level of the role.

Skills & Qualifications

Essential

- Degree-level qualification in radiotherapy or a closely related healthcare discipline.
- Current or previous professional experience within radiotherapy.
- Strong understanding of radiotherapy workflows, education and training requirements.
- Ability to deliver clear, confident and engaging presentations, demonstrations and training.
- Excellent written and verbal communication skills, with the ability to explain technical or clinical concepts to varied audiences.
- Strong interpersonal and relationship-building skills, including confidence engaging with clinicians, educators and senior stakeholders.
- Customer-focused approach and commitment to delivering a high-quality experience.
- Excellent planning, organisation and prioritisation skills, with the ability to manage multiple activities and deadlines.
- Ability to work independently while contributing effectively within a multidisciplinary team.
- High level of digital confidence and proficiency in Microsoft Word, Excel and PowerPoint.
- Willingness and ability to travel within the UK and internationally.

Desirable

- Experience delivering clinical teaching, professional education or structured training.
- Experience supporting healthcare technology, medical devices, software or digital learning products.
- Experience working with universities, education providers or professional training programmes.
- Knowledge of simulation-based learning, competency-based education or assessment design.
- Familiarity with virtual reality, learning management systems or SaaS platforms.
- Experience presenting at conferences, workshops or professional events.
- Experience supporting international customers or working across different cultures and healthcare systems.

Personal Attributes

- Passionate about improving healthcare education and professional training.
- Professional, credible and confident in customer-facing situations.
- Curious about technology, product innovation and new ways of learning.
- Proactive, self-motivated and comfortable taking ownership.
- Collaborative, adaptable and supportive of colleagues.
- Commercially aware, with an ability to recognise customer value and growth opportunities.
- Practical and solutions-focused, with strong attention to detail.
- Comfortable working within a growing, evolving and internationally focused organisation.

Vertual is committed to individual career development, helping you develop a career path that is both right for you and meets the company's needs. We will provide support, mentoring, and training and give you opportunities to show us what you can do. As we grow, so will you.

If you are enthusiastic, self-motivated, enjoy working in a customer/client-facing role and will embrace the challenges of working in a growing, dynamic company, then we'd love to hear from you.
Background information about the company is available at **www.vertual.co.uk**
To find out more about our products, please visit our youtube channel - **https://www.youtube.com/user/VertualLtd**

Please send a CV and covering letter to recruitment@vertual.co.uk

Terms and Conditions:

Contract: Permanent, subject to successful completion of probation
Holidays: 26 days per annum plus Bank holidays, increasing to a maximum of 30 days based on full years of uninterrupted service
Pension: contribution up to 6% of salary following the probation period, or workplace pension scheme enrolment.
Notice Period: 12 weeks
Probationary Period: 12 weeks

The probationary period provides an opportunity for the employee to fit within the working practices of the company. It shall be determined during this time whether the job is in line with expectations as defined by the Job Description, and by discussions at interview and prior to appointment. Opportunities for flexible or hybrid/remote working in the UK will be considered.

The full set and definitive terms and conditions will be specified in the employment contract.