

## ACCOUNT MANAGER

|                        |                        |
|------------------------|------------------------|
| <b>Department:</b>     | Client Services        |
| <b>Reporting to:</b>   | Account Director       |
| <b>Direct Reports:</b> | None                   |
| <b>Type:</b>           | Full time, Permanent   |
| <b>Salary:</b>         | Competitive + benefits |

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### Job Purpose

To support the account teams in the day-to-day management and development of new and existing corporate client accounts. To ensure we offer the best brand engagement and performance improvement solutions to meet the clients' needs.

### Role Responsibilities

Pro-actively support members of the business to deliver efficient and effective servicing of allocated client accounts.

Manage industry leading reward, recognition and engagement programmes, including the implementation of engagement campaigns, production of marketing assets and delivery of online communications.

Support the Account Director on the delivery and provision of engagement projects to meet the clients' requirements, and manage the status of internal and external reporting including budgeting.

To collaborate with internal teams and creative suppliers and identify internal and external resources as necessary for the delivery of projects.

To be creative and innovative, conducting research in support of communication solutions and pitch responses.

To assist in the preparation of proposal documents and pitch support materials to include formatting in Word or PowerPoint and proofing.

Any other activities defined by the Account Director as being within the scope and range of the role of an Account Manager.

## **Person Specification**

- Intelligent, energetic and bright; ideally educated at least to A-level and with, or working towards, a professional qualification
- 2 – 4 year account management / marketing experience within an agency environment
- Highly numerate with a sound awareness and understanding of budget management and profit margins
- Excellent written and verbal communication skills with the ability to give clear and concise instructions and liaise confidently with clients and colleagues
- Ability to draft business communication including emails, proposals and client correspondence to a high standard
- High degree of personal confidence and initiative with the ability to make productive working relationships quickly
- Computer literacy to office application standard - MS Office and PowerPoint
- Ability to plan, organise and prioritise to meet deadlines
- Ability to multi-task and manage the delivery of short-term tasks alongside longer-term projects
- High attention to detail and accuracy
- Demonstrable problem-solving ability across a range of client activities
- Good sense of humour
- Driving license, own vehicle