

ACCOUNT EXECUTIVE

Reporting to:	Account Manager
Direct Reports:	None
Role:	Permanent full-time, remote working with face-to-face meetings

Job Purpose

To support the incentives and events teams in the day-to-day management of existing client accounts. To ensure we deliver the best online programmes and live solutions to meet the clients' needs.

Role Responsibilities

Pro-actively support colleagues to deliver efficient and effective servicing of specified client accounts.

Administer engagement websites, sales incentive programmes and manage content and users as required by account team.

Create initial drafts of content plans and specific email communications.

Management of digital rewards and prizes for programme activity.

Manage data securely, extract and format reporting, as required by the account manager. The ability to interpret and analyse data would be advantageous.

Support on event proposals, research suppliers and venues, and provide resource for the events department as required. Including onsite event administration support, estimated at 1-2 days per month in the UK and/or overseas.

To brief and manage design and artwork projects with our creative studio in line with creative communication and campaign requirements.

To liaise with internal teams and secure external resources as necessary for the delivery of projects, including budget and reward management.

To conduct research in support of engagement and communications projects, 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 team as being within the scope and range of the role of Account Executive.

Person Specification

- Intelligent, energetic and bright individual
- Minimum of 1 year marketing or event industry experience essential
- 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
- Highly numerate with a good awareness and understanding of budget management and profit margins
- High degree of personal confidence and initiative with the ability to make productive working relationships quickly
- Computer literacy of MS Office applications specifically Word, Excel 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
- Good time management
- High attention to detail and accuracy
- Willingness to embrace a constantly changing task list and learn new skills
- Demonstrable problem-solving ability across a range of client activities
- Good sense of humour
- Driving license, own vehicle

Benefits:

- Competitive salary
- 25 days annual leave + bank holidays
- Birthday off work
- Pension
- UK Healthcare
- Remote role with a minimum of 2 offsite meetings per month (typically Oxfordshire/Buckinghamshire)
- Working hours Monday to Friday 9am till 5pm