

POSITION VACANT

# Account Manager.

**Job type:** Full-time [37.5 hours]

**Salary:** £21k- £28k

**Location:** Based at our Lincoln HQ - Remote working temporarily due to COVID-19

**Closing date for applications:** 13th April 2021

To apply, email your CV and a covering letter detailing how you fit the personal specification to [chloe@social-change.co.uk](mailto:chloe@social-change.co.uk)

## Summary

We are looking for a talented and experienced Account Manager to join our team of changemakers based in Lincoln. We are looking for someone with drive and passion to manage our portfolio of client accounts, serving as the primary point of agency contact for our clients. Experience working within an agency setting as well as strong written and verbal communication skills are essential to success in this role, as you will be responsible for understanding our clients wants and needs, offering creative and strategic input to propose the right solutions for them. You will work collaboratively with the Social Change UK team to execute research, marketing and creative briefs on time and budget.

To succeed in this role, you are someone who knows when to push and when to let things simmer. The Account Manager role requires a strong but non-aggressive leadership style, as you will ultimately control the agencies use of time and resources. Confidence is key as you will then be responsible for presenting the product deliverables to the client and feeding back to the internal departments.

Collaboration and teamwork is also essential to this role. In addition to all the "soft" people skills required to do this job well, you must be highly organised and work well under pressure. In this role, you will manage a multitude of tasks simultaneously across all our client accounts to a high standard, ensuring none are neglected, and all are delivered on time and to budget.

In this role, you will also play a crucial role in client retention as well as bringing in new business as part of an existing client referral process.

## Key responsibilities:

**This role has plenty of variety and requires some serious multitasking and juggling such as:**

- Managing a portfolio of accounts, reviewing progress regularly and working with the three department leads to schedule work and 'get client work done' to time and budget.
- Liaising with clients on a day-to-day basis, ensuring exceptional service.
- Building fantastic relationships with new and existing clients, managing the beginning to end process of their campaign or project and following up to check on their progress when required.
- Communicating progress and work status to our clients [weekly/monthly] using our CRM and project management software, ensuring information is kept up to date.
- Creating and maintaining schedules of work in progress and generate project documentation.
- Reporting back internally to the team on the status of client work/feedback.
- Working with the Business Development Manager, identify and nurture new business opportunities with existing clients.
- Supporting business development when required by creating initiatives, following up new leads, meeting and presenting to new clients and prospects, researching, proposal writing and project management.
- Establishing relationships with new clients and managing the 'onboarding' process.
- Identifying accounts whose revenue may be shrinking - to address any 'at risk' customers and reach out to these accounts to ensure they are retained.
- Delivering presentations, pitches and proposals.
- Attending meetings with clients.
- Presenting work to clients with marketing, research and creative team members and manage the client feedback process.
- Working with the Head of Research and Evaluation to execute the client feedback process.
- Liaising with suppliers and be able to brief the team to deliver requirements.
- Managing budgets internally and externally.

## The ideal candidate will have:

- Experience in an agency [or similar work environment] with demonstratable experience working with multiple clients - large and small – a minimum of 2 years' experience within account management.
- Experience in managing the delivery of marketing communications through various channels - print, digital, websites and social media.
- Deliver calmness under pressure.
- An ability to achieve tight deadlines.
- A positive attitude, with a fun and friendly demeanour.
- Strong presentation and negotiation skills.
- A creative mindset.
- Confidence and a persuasive manner.
- Strong organisational and time management skills – with the ability to work efficiently under pressure whilst maintaining attention to detail.
- Great business sense and the ability to work to budgets.
- Excellent communication skills, both verbal and written.
- Ability to work well in a team. You'll be pulling the work of 3 separate teams together, so this is essential.
- The ability to bring fresh ideas to solve problems.
- Strong planning and project management skills with experience in managing multiple concurrent marketing communications projects.
- A confident, proactive, client-focused attitude with strong interpersonal skills.
- Commercial acumen.
- Proficiency in relevant Mac-based applications including Microsoft Office and Acrobat.
- A desire to learn and develop new skills.



**Someone that fits our values and behaviours is very important to us. [Check out our values here.](#)**

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