

Job Description – Account Manager

The Role

Account Manager

As an Account Manager at our creative agency specialising in FMCG and established consumer brands, you will play a pivotal role in client relations, ensuring a seamless collaboration between our clients and internal teams.

Acting as the main point of contact for clients, you will bridge the gap between their requirements and services. Working closely with the Creative Director and Senior Producer, you will be a key player in delivering high-impact brand campaigns. This position requires a strategic thinker, with strong interpersonal skills focused on strategy, people and creative.

Responsibilities

Client Lead Liaison and Relationship Management:

- Act as the primary point of contact for assigned clients, understanding their needs and objectives.
- Taking client briefs and manage expectations.
- Foster strong, long-term relationships with clients, ensuring satisfaction with our services is obtained.
- Regularly communicate project updates, timelines, and deliverables to clients, maintaining transparency and clarity.
- Maintaining a positive relationship with existing clients and the company
- Nurture clients with regular in-person meetings to understand to better understand their long term objectives and needs.

Project Management and Communication:

- Constantly solving problems, managing internal and external communications, and driving projects to completion.
- Manage weekly check in with the Account Director and present monthly account updates to Senior Team.
- Support Account Director with client proposals
- Work closely with the Senior Producer to plan projects, resource, and team capacity from a top-line standpoint.
- Collaborate with the Creative Director and Senior Producer to ensure client requirements and deliverables are met.
- Ensure the seamless execution of projects, from conception to delivery.
- Maintain open lines of communication with the internal team, ensuring everyone is aligned with client expectations and project goals.
- Set up and run all project calls.
- Troubleshoot and address any client concerns or challenges, working collaboratively to find solutions.

We're looking for someone who:

- 3-5 years in a similar role
- Organised, with strong attention to detail and time management skills.
- Ideally previous experience in an agency environment, preferably within the FMCG or consumer brands sector.
- Has an understanding of the production, digital and design world and can effectively bridge the gap between clients and internal production processes.
- Exceptional verbal and written communication skills, with the ability to articulate complex ideas clearly.
- Can effectively convey client needs to the internal team and ensure client expectations are met.
- Resilient and positive in difficult situations.
- Ability to be agile and adaptable to different branding styles.
- Understanding the clients creative needs to propose favourable solutions for both the agency and the client.
- Strong team player with a collaborative mindset.
- Can manage multiple client accounts simultaneously, keeping track of project details, timelines, and deliverables.

If you are a self-motivated and results-oriented professional with a passion for building and nurturing client relationships in a creative agency setting, we invite you to apply for this exciting opportunity to contribute to our agency's continued success.

What we can offer you

- FTE – 37.5 hours per week
- 6 month contract
- Salary: £30k
- Location: Southampton/Hampshire based, in office 4 days per week, WFH on Fridays and additional days where possible.
- Flexible hours: 8am – 4pm / 9am – 5pm excluding 'shoot' days
- 25 days holiday per year + bank holidays (3 reserved for the Christmas period)
- Up to 10% Salary Bonus
- Excellent work life balance
- Enhanced sick pay. Enhanced maternity & paternity benefit
- Pension
- A 6000sq ft. studio to work out of
- A lovely, humble team who absolutely love what they do!

How to Apply

Email your CV & cover letter to careers@arwec.com to apply.
Closing date for applications: **17 January 2024**