

## **Account Manager Job Spec**

### **Account Manager**

#### **Client Management:**

- *Responsible for the day to day management of all projects for specified clients*
- *Build good relationships with clients and successfully establish credibility with senior clients*
- *Understand clients' wider business objectives and agency's role in achieving this (and have ideas about how the agency could support this)*
- *Help to develop key account plans to achieve growth targets*
- *Develop lasting relationships, identify and nurture potential new business opportunities*
- *Overseeing and being responsible for preparing and updating status reports, schedules and lists of action items to ensure smooth and timely delivery of projects and associated deliverables/elements*
- *Able to attend and run some client meetings without AD support*
- *Able to present confidently at meetings*
- *Manage client feedback and feel confident in challenging thinking as appropriate*

#### **Project/Financial Management:**

- *Delivery of projects on time and to brief – excellent organisation, time management and studio management*
- *Generate accurate timelines and quotes*
- *Write production briefs and simple creative briefs*
- *Draft complex creative briefs*
- *Write and issue timely and accurate contact reports (within 48 hours)*
- *Manage job and client profitably*
- *Ensure the adherence to KISS AS systems and procedures – WFM, quotes, invoicing etc.*
- *Delegate admin tasks to AE/SAE*
- *Take responsibility for live job profitability/job management*
- *Proactively monitor and flag any profitability concerns*
- *Complete daily timesheets*

#### **Strategy/Creative:**

- *Understand and be knowledgeable about the market place your clients operate in and applying this to solve business challenges*
- *Write production briefs and simple creative briefs*
- *Draft complex creative briefs*
- *Provide insight and challenge client/agency thinking and demonstrate creative problem solving*
- *Voice firm opinions about creative with thought through rationale*
- *Demonstrate an ongoing passion and understanding of the industry*

### ***Personal traits***

- *Hardworking*
- *Curious*
- *Ambitious*
- *Driven*
- *Prepared to go above and beyond*
- *Interested in business*
- *Good commercial sense*
- *Interest in creativity and the creative process*

### ***Benefits***

*In addition to a competitive salary, we offer a comprehensive package of benefits to help with life both inside and outside of work:*

- *Flexible working*
- *Corporate punt on the River Cam*
- *Private healthcare insurance*
- *25 days annual leave, plus bank holidays*
- *Quarterly social events*
- *Pension contribution increase matching scheme*
- *Childcare voucher, Cycle to Work and employee discount schemes*
- *Support for ongoing professional development*