
Senior Account Manager

Act as an interface between the client and Burrows on assigned accounts, developing a one to one relationship with clients; providing total support, service and deliver best advice. Communicate the client's needs to the internal Burrows team, and assist in the pursuit of additional business opportunities with existing clients.

Role Responsibilities

- Work within a large client services team to provide professional advice to clients on all aspects of marketing communications, from strategy to delivery
- Develop strong long-term relationships with clients by personal contact
- Liaise with various client departments to understand the marketing cycles of products under your remit
- Write creative briefs and brief internal teams
- Work with internal teams to develop creative work that meets client briefs and can be delivered on time and on schedule
- Work with the Project Management team to develop project timing plans and communicate this to the client
- Manage client expectations of delivery through regular communication (calls, emails, meetings etc.) to keep them updated on project progress
- Alongside the creative team, present creative work to clients in person (and occasionally via Webex)
- Ensure that any issues potentially impacting project delivery are raised with your line management at an early stage
- Understand and regularly report on the financial status of projects under your remit
- Grow additional project opportunities on the products under your remit
- Undertake general administration, e.g. raising job numbers, writing contact reports, completing personal timesheets, expenses forms, etc
- Play an active part in ensuring that Burrows exceeds client expectations of:
 - Customer service
 - Creative execution and delivery
 - Budget control
 - Administration

All Staff Responsibilities

- Carry out any reasonable duties as identified by your Line Manager or Team Leader
- Positively represent Burrows to our customers and suppliers
- Ensure compliance with all contractual employment obligations
- Ensure compliance with our ISO standards
- Fully participate in the company's performance Management and development programmes
- Maximise own ability to produce quality work, on time, and to brief, utilising best skills and available technology
- Work in accordance with the company's Human Resources policies and procedures
- Ensure compliance with health and safety requirements

Your Qualities as a Candidate

You're an excellent communicator, with a confident and persuasive manner. You have strong attention to detail and a pro-active approach to work. You're able to prioritise your workload and you're able to solve problems to client satisfaction.

Essential skills and experience

Personal Attributes

- Dynamic, creative and motivated with a flexible attitude towards work
- Confident and persuasive manner
- Excellent organisational and time management skills
- Process driven with a keen eye for detail
- Client focussed
- Able to provide constructive feedback
- Able to adapt to changing deadlines and briefs
- Ability to predict and solve issues to client's satisfaction
- Good understanding of when to escalate issues to management
- Able to work overtime as and when required
- Able to travel to clients as and when require

Experience & Knowledge

- Experience of digital and printed media
- Previous work in an agency or client marketing department
- Experience of writing creative briefs and liaising with creative teams
- Experience of managing budgets and reporting on their status
- Previous work in an agency or client marketing department
- Proven administration and organisational skills

Communication

- Able to work within multiple teams in different contexts
- Able to lead internal and external project teams
- Confident presenter to clients and colleagues alike

Qualifications

- Minimum GCSE standard English/Maths
- Degree qualified
- PC literate, including MS Office

Advantageous Non-essential experience

- Degree qualified in marketing, communications, digital media or business studies discipline
- Valid UK Driving Licence
- Experience of line management