

Account Manager

Act as an interface between the client and Burrows on assigned accounts, developing a one to one relationship; providing total client support, service and deliver best advice. Liaise with the relevant Project Management team to ensure all client requirements are met and all information is available. Work autonomously but provide support to the Senior Account Manager on projects as required.

Role Responsibilities

- Work within a large client services team to provide professional, knowledgeable and proactive service to our clients
- Develop a long-term relationship with key clients and stakeholders, by personal contact, face to face meetings, regular status calls, web ex, etc.
- Complete client related Admin such as, contact reports, status reports, timing and briefing documents in a timely manner
- Present creative work and proposals to clients ensuring timely delivery against the project milestones
- Write project briefs clearly with all required information
- Open job numbers, provide client estimates and support the financial aspects of the job
- Provide Monthly financial reports to both the Finance department and clients
- Process digital image requests in a timely manner
- Attend Digital meetings in order to oversee digital production asset creation
- Work closely with the all areas of the operational teams - Project Management, CGI, Retouching, Digital to ensure a seamless client experience
- Work with internal teams to develop work that is on brief and can be delivered on time and on schedule
- Ensure that any issues potentially impacting project delivery are raised with your line management at an early stage
- Seek out and develop additional project opportunities
- Gain a full and detailed understanding of Burrows processes and tools to provide best advice to our clients and help manage their expectations for delivery of projects
- Proactively work with stakeholders both client and agency side (face to face and conference calls/web ex) building a successful rapport delivering two way communications
- Complete financial admin related to jobs/projects – PFA, PO's, chasing clients for approval of estimates, signing off invoices and chasing debts
- Ability to manage projects autonomously as and when required and provide support to the Senior Account Manager as required
- Seek out and develop additional project opportunities
- Be commercially aware of the environment in which we are operating
- Seek to add value to our clients through insights/suggestions that can make the way we work more efficient

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 required

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
- 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

- Preferably possess a current valid UK Driving licence
- Minimum GCSE standard English/Maths
- Degree qualified
- PC literate, including MS Office