

# Foolproof®

## ACCOUNT EXECUTIVE OPPORTUNITY

Basis: Permanent role based in London (City), UK

Package: Competitive salary, 25 days' holiday, matched contributory pension scheme, death in service cover & private medical cover

### About Foolproof

We are an independently owned, UK-based digital agency specialising in user experience research, user-centred design, customer driven innovation & strategy and sales process optimisation. We have more than 35 fulltime employees working out of offices in London and Norwich servicing clients across the UK, Europe, Asia, North America and Australia.

**Revolution** Foolproof was voted the number one rated User Experience agency in the UK in Revolution Magazine's last client survey.

We work with some of the biggest and best brands in the UK and internationally including:



### Opportunity – Account Executive

Due to our continued growth, Foolproof has an opportunity for an Account Executive to join our Client Services team in our London office. This is an opportunity to join an experienced team and help grow a list of clients.

## Role profile

Reporting to an Account Director (AD) and working closely with an Account Manager (AM), you will support the servicing and growth of an existing portfolio of major accounts and develop new clients won by our new business team.

You will have 2 main objectives:

1. Support both the AD and AM to build and develop client relationships to enable the team to meet account sales targets
2. Support our team of User Experience (UX) consultants to deliver profitable and successful projects that meet client's objectives and delivers valuable results.

## Responsibilities

- **Client handling:** Working with the AD and AM to build and develop relationships with existing and new clients. Responding to ad-hoc client requests for information.
- **Proposals:** Writing content for proposals for UX research, consultancy and advice to clients
- **Project briefing:** Ensuring project teams are fully briefed on the projects you are supporting on. Develop and maintain an understanding of your clients' business, their customers and market context to fully brief project teams on the project objectives and required deliverables
- **Account administration:** Supporting the AD and AM in the servicing and associated administration of client accounts

## Required experience

### You will need to have:

- A good understanding of the web and appreciate its importance in the future of marketing and business success
- A keen interest in user experience and an understanding of the importance of user insights to help improve the customer experience and business success of digital channels.

### In addition:

- Graduate – preferably in marketing / business management / HCI or similar
- At least 1 years experience either gained in:
  - an agency environment (ideally currently working as an Account Exec or in a client facing role), or
  - an internal client-side role with relevant online experience, where ideally you have had to service internal/external customers.
- It would also be preferable if you have had experience working in a project-based environment.

## Essential qualities

- **Excellent relationship skills** – you must be able to create rapport and relationships across a range of clients and functions – marketing, ecommerce, IT etc
- **Excellent communication skills** – you must be fully-confident to take on a client-facing role with the necessary skills required to work with and manage clients, suppliers and colleagues
- **Passion and creative thinking** – Foolproof are passionate about delivering high-quality, effective and value-added services to our clients. This requires a degree of passion for what we do and creative thinking to ensure that everything we do is a success
- **Attention to detail** – Foolproof prides itself on the quality of its deliverables, from an e-mail to a client presentation. Achieving this, especially when under pressure, will be a critical success factor for the role.

## Next steps

If you think you fit the bill and want to apply for this role at Foolproof, please email your CV and covering note to our recruitment co-ordinator, Mandie Barnett: [mandie.barnett@foolproof.co.uk](mailto:mandie.barnett@foolproof.co.uk) .

For more information please contact Mandie Barnett on 01603 230800. For more information on Foolproof, please visit us at [www.foolproof.co.uk](http://www.foolproof.co.uk).