



Senior Account Manager, London

Reporting to an Account Director you will support the relationship and commercial growth of a client portfolio within our organisation.

You will be responsible for building relationships with existing long-term clients, as well as creating deep relationships with new clients, whilst promoting and generating opportunities to expand our user experience service offering within our client portfolio.

You will also be responsible for the mentoring and support of Account Managers within the team, working closely with the Account Director to develop their skills and help them achieve their objectives.

You will have two main objectives:

1. Build and develop client relationships to enable the team to meet account sales targets.
2. Develop the skills of the Account Managers within the team to enable them to achieve their personal objectives.

Responsibilities

- **Supporting the portfolio targets:** support the Account Director in generating and managing a sales pipeline to meet monthly sales targets for your team's portfolio of accounts, by identifying and creating new opportunities within the client portfolio.
- **Client handling:** manage existing client relationships within the portfolio and support and work with the Account Director on building new relationships
- **Proposals:** develop proposals for UX research, consultancy and advice to your clients, whilst supporting the Account Managers to identify and produce the best quality proposals and approaches.
- **Commercial quality assurance:** develop and maintain an understanding of your clients' business, their customers and market context, and provide commercial QA on client deliverables.
- **Quality assurance:** ensure all communications, reports, presentations and deliverables are of the highest standard meeting the commercial needs of your clients.



Required skills and experience

Whilst direct experience in UX/UCD would be ideal, it is critical that you have a solid understanding of the digital landscape ideally gained through hands-on experience of managing digital client accounts.

You will appreciate the importance of the digital channels in the future of marketing and business success. You must also have 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.

- Ideally educated to degree level (or equivalent): preferably in marketing / business management / HCI or similar.
- At least four years' experience either gained in:
 - an agency environment (currently working as a Senior Account Manager/Account Manager),
 - or an internal client-side role with relevant UX and online marketing experience, where you have had to service internal/external customers both with reactive and proactive servicing.
- At least one years' experience of managing and owning client/stakeholder relationships, with responsibility for account development, financials and management.
- Has ideally been involved in pitching and presenting to new and existing clients.
- Worked in a project-based environment and had responsibility for delivering projects on-time and on-budget.

Essential qualities

- **Excellent relationship skills:** you must be able to create rapport and build strong long-lasting 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, negotiate and manage clients, suppliers and colleagues.
- **Attention to detail:** we pride ourselves on the quality of deliverables, therefore an eye for detail and a calm approach when under pressure will be a critical success factor.



- **Passion and creative thinking:** we're passionate about delivering high-quality, effective and value-added services to our clients. This requires a degree of passion and creative thinking to ensure that everything we do is a success.

Package

This is a permanent position based in our London office on Goswell Road, which is part of London's Silicon Roundabout and has a thriving local digital scene.

Competitive salary, bonus scheme, 25 days' holiday (increases to 30 with long service), annual training budget, matched contributory pension scheme, death in service cover and private medical cover.