

WANT TO BE PART OF OUR TEAM?

ROLE:

Middleweight Account Manager

SALARY:

£25,000 to £35,000 per annum

JOIN US...

Do you want to be part of a vibrant, flourishing digital agency, based in the heart of Bristol's creative quarter, and experienced in delivering and supporting all kinds of successful digital projects for a fantastic range of high-end clients?

Do you want to work for an agency that's all about its enthusiastic and driven team, who have a passion for what they do and believe in having fun whilst they do it?

Do you want to join a company that offers the relaxed environment and big opportunities of an agency environment *and* the exciting challenges and high-profile projects of an experienced company that's really going places?

Then we might be just what you're looking for...

WHAT WE'RE LOOKING FOR...

We're on the lookout for a proactive, ambitious and motivated team player, with unrivalled client service skills and a passion for digital technology, to join our team of digital account managers.

WHAT YOU'LL BE DOING...

As a member of our Client Services team, you'll be working with our talented web development and creative studio teams, and alongside our friendly and professional team of account managers, to help deliver and support an exciting variety of projects for a wide range of clients: from web applications, ecommerce and CMS-driven websites, to digital marketing campaigns and mobile apps.

As a middleweight account manager, you'll be implementing, managing and supporting digital projects, as well as building, maintaining and developing relationships and opportunities, with your own portfolio of existing clients. You'll also have the chance to take

an active part in the full project lifecycle, from specification stage onwards. Typically, this will include:

- Building relationships with your clients and developing a good understanding of their needs and challenges, in order to proactively identify and persuasively present solutions that will maximise client opportunities and revenues.
- Producing and presenting regular sales forecasts and client activity reports, and using these to identify and suggest service improvements and efficiencies.
- Managing client projects, from interpreting client briefs and briefing studio team members, to co-ordinating and prioritising studio workload and providing regular progress updates and presenting final outcomes to clients.
- Producing, analysing and presenting digital performance reports to clients, and using these to proactively suggest further improvements to their digital offering.
- Managing and reporting on clients' digital marketing campaigns, and using these reports to proactively suggest further improvements to their campaigns.
- Producing documentation for client projects and training materials.

We'll also expect you to continually develop your understanding of our clients' values and needs, and to stay on the ball when it comes to best practice and evolving industry trends, standards and technologies; and, of course, to share your knowledge with your fellow team members – in return for which, you can expect to learn plenty from them.

WHAT WE NEED FROM YOU...

We're looking for someone who'll fit right in with what we do and how we do it here at Element78.

As a middleweight account manager, that means you'll need to be:

- A bright spark: bringing enthusiasm, drive and positivity to everything you and your team do, actively seeking opportunities to push yourself, learn along the way, and share your learning with others.
- A problem-solver: proactively using your logical and lateral thinking to understand your clients' needs, identify their problems and come up with dazzling digital solutions.
- A little bit obsessive: honing in on, and caring about, every little detail, to ensure the work you present to clients is consistently brilliant.
- An outstanding communicator: using the right medium, in the right way, every time, and listening carefully and thoughtfully to others, to communicate clearly and professionally in a way that will really engage your clients and your colleagues.

- Organised: expertly managing your time and balancing a varied and ever-changing workload to ensure that deadlines and expectations are consistently met or exceeded.
- Flexible: embracing change by proactively adapting what you do, how you do it and how you work with others.
- Great to work with: a team player who communicates with honesty and respect, stays calm under pressure, takes responsibility for their work and knows how to have fun!

Ideally, we'd like you to be qualified to degree level, or equivalent: but what we most want is someone with a proven flair for great client service, a passion for digital technology and with the kind of client service skills that your significant account management experience will have given you.

As far as your current skills and experience go, this is what we're looking for:

Must-haves:

- Solid experience in a client-facing / client services role.
- Excellent presentation and communication skills – both written and verbal.
- Considerable knowledge of current web technologies and the digital industry.
- Excellent IT literacy skills (e.g. Microsoft Office suite).
- Solid experience of:
 - Working to sales targets.
 - Project management.
 - Web measurement and analytics (e.g. Google Analytics).
 - Content Management Systems.
 - Managing PPC campaigns.
 - Email marketing.
 - CRM software (e.g. to manage client accounts / opportunities).
- A good understanding of SEO.
- An understanding of fundamental marketing concepts and theories.

Nice-to-haves:

- Solid experience of:
 - Documentation (e.g. client briefs, specifications, training documents).
 - Training delivery (e.g. delivering functional training to clients).

WHAT YOU'LL GET FROM US...

We're a growing team with a wealth of experience behind us, and we pride ourselves on making sure that every member of the team knows how important they are. This means you can look forward to the kind of rewards, benefits and opportunities that will really make you feel valued. All that, plus a great place to work and a great bunch of people to work with!

GREAT REWARDS AND BENEFITS:

As well as paying you a competitive salary, we'll make sure you're well rewarded in all other kinds of ways, including:

- 25 days holiday plus bank holidays (which goes up once you've been with us for 5 years).
- Fair recompense for overtime: we don't want it to happen very often, but if you do work overtime, we'll never expect you to do it for nothing!
- Pension scheme.
- Cash plan healthcare scheme.
- A range of other benefits, from childcare vouchers and cycle to work scheme, to employee assistance programme and discounts on lifestyle products and services.

GREAT OPPORTUNITIES:

We like to have fun, but we take the development of every Element78 team member very seriously: without you, we're nothing! This means that you'll have:

- Full induction training when you join us.
- Regular goal reviews and an annual appraisal, so we know we're supporting your development needs.
- Ongoing opportunities for in-house and external mentoring, training and development.
- The chance to get really involved with, and learn from, the kind of meaty projects that, as an experienced agency with an impressive client list, we spend our time doing.

A GREAT TEAM TO WORK WITH:

You'll be joining a team of around 20 bright, creative, friendly people, and we all:

- Have a geeky passion for what we do.
- Are brilliant at having fun whilst we do it.
- Are dedicated to playing our part in Element78's continued growth and success.

- Celebrate our successes together (this often involves cake and / or drinks at the local).
- Take it in turns to organise all sorts of monthly socials (and we mean all sorts: pub treasure hunts; quizzes; barbecues, horse-racing, poker and casino nights; ice-skating; school discos... you name it, we've probably done it!).

A GREAT PLACE TO WORK:

You'll be based in Bristol's hip and happening creative quarter, Paintworks, where you'll work in our modern, open plan studio and can benefit from:

- As much free tea / coffee / soft drinks as you can handle.
- Free fruit.
- Bike park and showers.
- Music while you work: everyone can (and does!) share their playlists!
- Great places to eat and drink, on your doorstep.

INTERESTED?

Send your CV and a covering email telling us why you're just what we're looking for, to joinus@element78.co.uk, by Tuesday 28th March.