

Role: Client Manager

Details: Location: Old St, N1 (2 days / week) and home working (3 days / week)

Start date: immediately

Key skills – Client & project management, integrated campaign delivery, digital production

Experience - 2+ years in an agency

Reporting into: Associate Director of Client Team

The Client Manager role

We're looking for an ambitious Client Manager to join our growing agency at an exciting time. Someone with experience working in an agency delivering integrated campaigns as an Account/Project Manager hybrid role.

You will be working with a variety of clients to deliver end to end projects that are aligned with the range services we offer: from strategy, creative concepts, communication plans and the production of key deliverables. You'll also be our team specialist in digital production, and specifically, be responsible for website delivery.

You'll report into the Associate Director of the Client Team who will support you with career development and opportunities. You will also work with senior members of the client team on 2-3 of our core accounts and you'll get the chance to work autonomously on your own projects for smaller clients.

About you

You will have experience building client relationships and enjoy owning your own projects. We're looking for someone who would describe themselves as confident, solutions focused, organised, pragmatic and hands on. You will be comfortable with project documentation, managing commercials, delivering timelines and great communication with your clients.

Importantly, you will be excellent at digital delivery and project managing web builds end to end. Working with our creative team to oversee UX and design and working with our developers to oversee the technical build and support on UAT. You will understand how to translate 'tech-speak' into something your client can understand and take your recommendations on.

Day to day

To give you a greater understanding of what you would be a part of, these are some of the day to day aspects of this role:

Account and project management – Delivering end to end projects

- Ensuring that work is delivered to brief, on time and within budget:
 - Writing scope of work documents, budget breakdowns, status & timing plans
 - Managing project finances
 - Working with internal teams to sequence and prioritise delivery
- Managing project resource - coordinating agency workstreams across strategy, creative and production teams:
 - Ensuring right people are involved at the right time, incl. resource booking
 - Working with internal teams to sequence and prioritise delivery

- Sourcing and managing third parties
- Writing briefs and reviewing work against them

Managing client relationships

- Building strong, healthy relationships with clients and building an understanding of their business
- Being the first point of contact for your clients' projects, communicating confidently and holistically.

Digital delivery

- Provide specialist support for digital content, with a specific focus on website delivery:
 - Scoping and gathering specifications for web delivery
 - Overseeing UX and digital design
 - Working with our build partners to oversee development
 - UAT - making sure websites are delivered to brief
 - Confidently leading client conversations to ensure the process is understood by non technical people

New business and business development

- Help grow revenue for your assigned clients by identifying and converting new briefs
- Supporting on pitches and proposals when needed

Salary and benefits

- Competitive salary, dependent on experience.
- Company bonus scheme, discretionary and dependent on the profits of the company – eligible after passing your probationary period (6 months)
- Company health cash plan
- Birthday off (or next working day)
- Extra day of holiday per annum after 5 years' service
- Interest free season ticket loan and Bike to Work scheme

About Given

Given is a brand purpose agency. We strive to build successful brands by making business a force for good. We believe that businesses can achieve this if they have a clear purpose, strong values, and create products and ideas that matter for people, communities and the wider world.

You'll be joining a vibrant, ideas-led agency working across brands like IKEA, Zalando, John Lewis and Virgin Media. We are a team that blends branding, innovation and sustainability consulting, with design, digital and creative production.

Given strives to be an equal opportunities employer and everyone's commitment to this process will be expected

To apply: Send CV and cover letter to recruitment@givenagency.com