

**Role:** Client Manager

**Location:** Shoreditch High Street, E1 - hybrid working from home and the office

**Start date:** Immediately

**Salary:** Between £30 - 35k

**Contract:** Full time

**Key skills & knowledge:** Client & project management, integrated campaign delivery

**Reporting into:** Client Team Director

**Application closes:** 15th November 2021

## The 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 - but you'll be especially focused on creative delivery.

You'll report into the Client Team Director 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.

## Day-to-day responsibilities

### 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
  - Galvanising and inspiring teams to support in the creation of inspiring, impactful creative work
- Managing project resource - coordinating agency work streams across strategy, creative and production teams:
  - Ensuring the 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.

### 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

## 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, with a passion for creative solutions.

You will be comfortable with project documentation, managing commercials, delivering timelines and great communication with your clients. You'll also be confident about galvanising a team, bringing positive energy to bring internal teams together and make projects run smoothly.

## About us

We're Given – the agency for purpose-driven brands. Founded in 2009 to help brands and business become a force for good, we've shaped sustainability strategies, dreamt up integrated creative campaigns and built impactful brands – all with a laser focus on creating positive change in the world. Our work has helped national and international brands like IKEA, John Lewis & Partners, Nationwide, Shelter, Aviva, Trainline, Calvin Klein, Yorkshire Water, Napapijri, Tommy Hilfiger, and many others, define and execute on their brand purpose. We fundamentally believe it takes both insightful strategy and imaginative creativity to change things for good, so we have both under the same East London roof.

## Recruitment process

Our first step will be a 30 minute phone call to understand a bit more about you and why you've applied. Next, we'll invite candidates to a first round interview to get into more detail about you and the role, as well as taking a look at your experience together. The final stage will involve answering a short brief that will take no longer than a day of your time to prep. We'll ask you to come into our office (if you're comfortable doing that) to present your thinking.

## For our people

- Hybrid working, with only one fixed day in the office a week
- We offer 26 days paid holiday per calendar year pro rata, plus public holidays. We also close the office between Christmas and New Year, which is in addition to your paid holiday allowance
- Company bonus scheme
- Pension Scheme with Aviva, eligible after passing your probation
- Health plan with SimplyHealth, eligible after passing your probation
- £100 working from home allowance to help your home office set up, eligible after passing your probation
- A tenure bonus reward after 3 and 6 years of employment
- Work from anywhere for 1 month of the year, after your first year of employment
- Access to our Given Campus for training and development needs
- Interest free season ticket loan and Bike to Work scheme
- Option and role dependent mobile phone for business and personal use (UK domestic calls only)

## 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, Kimberly Clark, John Lewis Partnership and Virgin Media O2. We are a team that blends purpose, innovation and sustainability consulting, with design, digital and creative execution.

**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](mailto:recruitment@givenagency.com) - please add Client Manager in the subject line.

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