
Role: Client Lead

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

Start date: Early 2022

Salary: Between £40k - £47k depending on experience

Contract: Full time

Key skills & knowledge: Client & project management, integrated campaign delivery, account development, new business

Reporting into: Client Team Director

About You

We're looking for an ambitious, entrepreneurial and commercially minded Client Lead with a passion for brand purpose and sustainability to lead on exciting, purpose-driven accounts.

You'll be an integral strategic partner for your clients, and will own and manage the delivery of exceptional programmes of work across strategic thinking, brand innovation and storytelling. Our output is varied - and so you could have the opportunity to work across a range of projects, from brand purpose positioning to corporate communications; from sustainability strategies to brand activism campaigns.

You'll work alongside the in-house consultancy and creative teams as the client's representative in the agency, responsible for account development and nurturing relationships, as well as project delivery. You'll also actively seek out and contribute to new business.

You'll report into the Director of the Client Team who will support you with career development and opportunities. You will lead 2-3 of our biggest accounts (£500k+), along with a selection of smaller projects, to deliver outcomes that genuinely have real-world positive impact with amazing brands. On some accounts you will be supported by a Client Manager, but on others you will work solo.

Day-to-day responsibilities

Developing strong, strategic and commercially successful client relationships

- Establishing strong account relationships, understanding your client's business and their challenges in order to support and challenge them to develop effective, impactful work together
- Leading business development across your key accounts, identifying opportunities, preparing proposals, managing a pipeline and converting income
- Contributing to new business meetings and pitches, authoring and delivery key sections and proposals
- Taking responsibility for account level finances – ensuring accurate forecasting and managing profitability
- Being the first point of contact for your client, flagging any issues and acting as a point of escalation

Planning and leading delivery

- Planning purpose programmes, proposing the activities, workstreams and tasks needed to meet objectives
- Running client projects, working collaboratively with both strategic and creative teams to deliver high impact projects
- Ensuring that work is delivered to brief, on time and within budget, delegating effectively where required. This includes:

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- Writing scope documents and budget breakdowns
 - Creating timing plans and managing project resources
 - Representing the voice of the client in the agency
 - Authoring briefs and briefing wider teams
 - Delivery of flawless work to clients in the most appropriate medium

About you

We're looking for someone who would describe themselves as a confident, entrepreneurial, approachable, solutions-focused, organised and happy to get stuck into delivery. You will be happy working with different disciplines (ideally including brand purpose strategy, sustainability, planning, conceptual creative and design). You feel motivated to help deliver a real positive impact through the work that we do.

We would like you to have at least a few years of working in an agency environment in a client services / programme management role, with a solid understanding of project management. It would be excellent if you had experience as a hands-on Account / Programme Director, but we are open to candidates at a Senior Account Manager level looking for their next step up.

A key focus of the role is account development, so you will have an entrepreneurial outlook and a track record of proactively identifying and converting new opportunities. You will also have experience building client partnerships and managing programmes of work.

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.

We are growing approximately 40% year on year with a constant flow of incredibly talented, ambitious and smart people. We instill a culture based on trust, mutuality and belonging, and we strive to deliver a high performing, high support environment where everyone can thrive. We move fast, because the demand for our work pushes us to, and we aren't afraid to fail fast and keep going. We empower our employees to make decisions with no red tape and no fear of reprisal, as long as they take ownership and develop along the way.

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)

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 - please add Client Manager in the subject line.