

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

Start date: Immediately or February 2023

Contract: Full time, 12 month (parental leave cover)

Salary: £60,000 - £65,000, dependent on experience.

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

Reporting into: Client Team Director

To apply: [Click here to apply!](#) You will be taken to an external website where you will be asked to fill out an application form. Make sure to attach your CV and cover letter. Tell us why Given, why this role and why you.

The Associate Director, Client Team role

(12 month parental leave cover)

The Associate Director (equivalent to Senior / Group Account Director) will be an integral strategic partner for your clients, and will lead and orchestrate accounts whose remits range from brand purpose to corporate communications; from sustainability strategies to brand activism campaigns.

You'll partner with a Strategy AD / Director (and sometimes a Creative AD / Director) to drive the leadership of key accounts. You'll be an expert in our work, representing it with clients, as well as being the client's representative in the agency, responsible for account development and nurturing relationships, as well as overall delivery. You'll also actively seek out and drive new business, preparing 1-2 new business pitches or proposals per quarter.

You'll report into the Director of the Client Team who will support you with career development and opportunities, and you'll have three line reports (a Client Lead and two Client Managers).

You will lead one of our biggest accounts, IKEA, with a focus on campaign delivery. You'll also oversee 1-2 sizable "Star" accounts (£150k - £500k) and a selection of smaller projects, to deliver outcomes that genuinely have real-world positive impact with amazing brands.

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:

Leading accounts by developing strong, strategic and commercially successful client relationships

- Acting as a true Partner to your clients, 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
- Being fully accountable for account level finances – overseeing forecasting, profitability and invoicing, setting and meeting account level targets

Delivering Purpose work to the highest standard

- Leading accounts internally, working closely with your Strategy and Creative partners, whilst keeping your account Exec sponsor in the loop

- Planning purpose programmes, proposing the activities, workstreams and tasks needed to meet objectives
- Representing the work as a Given expert, both in presentations, / meetings / workshops and as a trusted confidante
- Ensuring quality of the account and project deliverables, working alongside other senior members of the team, and delegating effectively to Client Managers / Production where required to support with delivery

Drive new business pitches and proposals

- Attending initial new business meetings, representing Given and presenting creds
- Leading new business meetings and pitches, driving a pitch team forwards
- Authoring proposals (both full proposals and sections) and presenting with confidence
- Commercial negotiations

Support in the growth and development of an effective Client Team

- Line manage 3 line reports at Client Manager and Lead level, supporting them in both day to day tasks and longer term development.
 - Delegation of key project tasks, managing your team with clear briefings, check ins and expectation setting
 - Regular check ins (121s) and management of holiday / sickness and pay reviews
 - Onboarding for new starters
 - Development of personal development plans, gathering and delivering feedback, drafting objectives and supporting your line reports in meeting them. Performance management, if required.
 - Supporting your line reports with their Personal Purpose journey
- Support the Client Team Director in the leadership of the client team
 - Identifying recruitment needs and managing recruitment process with Office Manager
 - Contribute to hiring decision making process and onboarding
 - Continually look to optimize and codify our processes, through cross team collaboration, process design and rollout / implementation in team
 - Ensure maintenance of team / process documentation and tools
- Support with the week-to-week functioning of the client team
 - Contribute to overall team resource, flagging if more / less resource required, and helping cast projects
 - Support Client Director to manage team freelancers and freelance budget
 - Deputize for Client Team Director in leading team meeting, finance meeting and resource conversations
- Contribute to team strategy and culture
 - Team planning
 - Leading key parts of quarterly away days
 - Monitor and support wellbeing and contribute to team culture
 - Be a trusted leader in the team, that other members can come to with requests / support

About you

We're looking for someone who would describe themselves as a confident, entrepreneurial, approachable, solutions-focused and a natural leader. You will be happy working with different disciplines (ideally including brand purpose strategy, sustainability, planning, conceptual creative and design), primarily as the account lead,

but you should feel comfortable with being 'hands-on' when required. You feel motivated to help deliver a real positive impact through the work that we do, and you have passion for management and nurturing growth in others.

We would like you to have 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 Senior or Group Account Director but we are open to candidates at an Account Director 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, and of line management.

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, Lloyds Banking Group, Costa, L'Oréal, Haleon, 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.