

**Role:** Account Manager (equivalent to Client Manager)

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

**Start date:** Immediately

**Salary:** £32-40K dependent on experience

**Contract:** Full time

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

**Reporting into:** Associate 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 role

We're Given, an award-winning purpose consultancy based in Shoreditch. We help businesses and brands unleash the power of purpose, combining a strategic consultancy and creative agency under one roof. We'd love you to join us!

We're looking for an ambitious and entrepreneurial **Account Manager** (we call this role 'Client Manager' at Given) with a passion for purpose and sustainability to lead on exciting, purpose-driven accounts. You will currently have experience working as an Account Manager or client-facing Project Manager in an agency/consultancy, or as a Programme Manager (or similar) in-house, delivering strategic projects or integrated creative campaigns.

This role will be perfect for you if you want to make a genuine positive impact in your career, working with some of the UK's leading brands to help them define, embed and activate their purpose.

Every client's challenge is unique, so you might find yourself supporting a team of strategists and creatives in developing an internal strategy, working on internal communications, or producing an external creative campaign. There will be plenty of variety and the chance to gain a range of experience working with big name brands.

You'll report into the Associate 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

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- 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

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

## About you

- **You're a superstar project manager with incredible attention to detail.** You know your projects' timelines, commercials and deliverables inside-out, and help to organise other colleagues too. You're a natural problem solver and love to be hands-on.
- **You're self-motivated.** You take ownership of your work, scanning the horizon for opportunities and challenges and getting things done.
- **You're flexible.** No one day is the same here, so we're looking for someone who can throw themselves into any challenge and embraces working on new and different things.
- **You're a people person.** You are confident and friendly, and able to build strong relationships with clients and colleagues. You're well-versed in presenting to senior clients.
- **You care about purpose.** If you have experience working in this space, it's a bonus, but not required to be brilliant in this role.
- **You're a strategic thinker.** Either you've worked on strategic projects before, or can demonstrate a strategic mindset, for example when reviewing creative work or project proposals.
- **You bring the positive vibes.** We're lucky to be a company full of people who are passionate about purpose and making the world a better place - we want you to bring the same level of energy!

## 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, 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 instil 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 answer 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 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. We are proud to be different and that starts with our people. We believe in equal opportunities for everyone. Individuality is what makes us great, we want everyone to bring their full self to work and create something amazing. We are happy to discuss flexible and agile approaches to working for all our roles - we can't promise we will be able to offer you everything you want or need but we do promise to discuss it with you openly and honestly. If you have any reasonable adjustments required in order to fully participate in the recruitment process, please discuss it with our recruitment team.