

# job description

**Role: Digital Account Manager**

**Department: Digital**

**Location: Hartlebury/ Manchester**

**Salary: Negotiable**

## Your reason for being here...

Every team member has a purpose, and yours is to build long lasting client relationships and deliver first class service that consistently brings results. You'll use your communication skills internally, and externally, to exceed expectations for your clients, that ultimately bring success to you and others in the team.

## The way you roll...

You're a skilled digital client manager who's ready to learn more, hands-on and enjoys working in a fast-paced environment. You should be able to communicate clearly and occasionally deal with difficult conversations (we like to call this radical candor). You'll happily take responsibility for understanding client requirements and ensuring our internal production team do too. Whilst working closely with the Delivery Lead and Technical Manager you will ensure we deliver best in class client service on all projects.

Your understanding of clients' objectives and business KPI's helps them look good in front of their peers as well as building trust and confidence to everyone you work with. You will play a key part in scheduling and maintaining consistent and clear communications to our clients, always providing updates and actions that support the collective expectations.

The right person will blend in with our friendly and collaborative company culture and, rest assured, we all share tea and coffee making duties!

## How you make it all possible...

From the get-go, you will be confident with carrying out the following tasks with minimal supervision:

- Quickly understand the client's business as well as their objectives and goals across each deliverable
- Scheduling and carrying out regular client communications and consistently record actions in calls, meetings, and emails
- Managing the project budget and ensuring it is commercially successful
- Playing a key part in costing new projects and tracking time spent in production

- Helping to create proposals for new projects
- Generating new opportunities
- Attending briefings, pitches and debriefs
- Deliver project updates
- Representing the client's best interests within the team and have final sign-off

## What's in your toolbox...

You'll know your stuff; thanks to at least two years working in client relations (in an agency and/or client environment):

- You are a team player, who cares deeply about others in the team
- You are a problem solver who always looks for a solution
- You can think creatively and generate ideas
- You stay positive when working under pressure
- You have an eye for detail, and take pride in what you do
- You work well in a team and on your own
- You have good organisational skills and can prioritise your workload
- You are not afraid to ask for help if you need it
- You have a 'can do' attitude and are committed to making 'anything possible'

### Skills that would be beneficial, but not essential, include:

- Working knowledge of basic digital software like Git, Jira etc.
- Basic knowledge of development terminology

## Get to know us...

We're one of the most unexpectedly all-round capable communications agencies that's been on the go for years – ever since our head honcho set up shop in a shed back in 1980, in fact.

Since then, we've made it our mission to make anything possible for our many and varied clients, putting our creative flair into delivering strategic communication campaigns, digital solutions, film and videos, events, exhibitions, and a whole lot more in between. We've grown a lot, but we've kept everything that made us great, back from the very day we first started out. Our global HQ and largest studios are smack bang in the middle of the UK and well worth a visit to see for yourself!

## Hang on, there's more...

The role will be based primarily in either Hartlebury, Manchester or at home but there will be times when you'll need to work from our other places and undertake other related commercial duties both in the UK and overseas. Flexibility is key!

We're a friendly team. We really, really welcome anyone who wants to become part of a brilliant company. If you're passionate with a cracking drive to deliver on our 'anything's possible' mindset, we'd love to hear from you!

### DRPG is an equal opportunities employer

**Data Security** (not super exciting, but necessary)

At all times you must work within the guidelines set out in the DRPG Information Security Policy and your Employee Confidentiality Agreement. Failure to do so may be treated as gross misconduct.

You must also work within the guidelines set out in DRPG's Health & Safety Policy and Team Handbook.