

JOB DESCRIPTION

ACCOUNT DIRECTOR



There's exciting times ahead at Taxi Studio. With a suite of diverse, brilliant briefs coming at us from all corners of the planet, our studio's growing and we're looking for some key superstars to come along on the journey.

The overall purpose of the Account Director role is to provide professional, planned and responsive Account Direction to maintain and grow our client relationships while upholding the creative vision of the company.

You will be:

1. The account leader - the client services decision maker with a deep, strategic understanding of your clients' businesses and brands, upholding our creative standards and ensuring a healthy bottom line along the way.
2. A business developer - a tenacious opportunity spotter who's dynamic enough to identify areas for our creativity and strategic thinking to add value, and skillful and intuitive enough to convert these opportunities into projects that are both creatively and commercially lucrative.
3. Team mentor - supporting the development of your team, nurturing, inspiring and pushing them to be the best they can be and achieve their full potential.

You will report directly to the Managing Partner who will regularly mentor and coach you to improve the quality of your output and thinking, as well as agreeing your performance objectives and development needs through your annual PDR.

Could that be you? Well, we're a diverse bunch and that means we're always looking for people to enrich our studio with fresh points of view. So it doesn't really matter if you're a quiet crafter, an off-the-wall thinker or both of the above – as long as you're vibrant, ambitious and eager to collaborate then we want to hear from you.

ALLOW US TO INTRODUCE OURSELVES...

At Taxi Studio, producing work that sets the bar ridiculously high is our creative priority. Be that for breakout brands or global giants, every single one of our superstars has a decisive role to play.

People come to us with awesome creative instincts and an enthusiasm to embrace what we're all about. They leave with a bunch of brilliant experiences; confident in the knowledge they've grown ten feet taller and been part of a pretty special culture.

So what's our vibe?

It's the sh*t's and giggles. The home from home. Knowing you've 'got this', but everyone still has your back. Feeling overwhelmingly valued by your team... and all of this is underwritten by 3 core values:

1. Real Relationships – with our people and our clients. We are down to earth and say it as we see it – we value long-term relationships and behave accordingly.
2. Fearlessness – we like to push the boundaries and develop big ideas that transcend specific mediums, blowing our clients' socks off in the process.
3. Fairness – we treat others as we wish to be treated ourselves.

That means that when you work at Taxi Studio you won't just get a competitive remunerative and benefits package – you'll also get to work with people who are as nice and talented as you are.

THIS ROLE IS FOR YOU IF YOU'RE...

An Account Lead

You will be responsible for leading the account, ensuring that it is both profitable and delivers outstanding creative that delights our clients. You will do this by:

Account Leadership:

- Liaising daily (remotely and face to face) with our various client contacts to receive briefs, present creative work (when appropriate), update clients on project process and protect the creative team from unnecessary intrusions
- Delivering fantastic projects for key clients (in conjunction with the creative and strategy teams). Briefing creative teams on projects and tracking development of creative against these briefs ensuring that the integrity of design and creative strategy is upheld throughout
- Confidently discussing brand strategy opportunities and challenges with clients and liaising with the internal strategy team to deliver them
- Liaising with direct reports to ensure all internal paperwork for all accounts (cost estimates, project plans etc.) and ensure invoicing (and payments) is up to date in conjunction with our Head of Finance
- Engagement and deployment of our strategic and creative leaders to enhance the overall output

Communication:

- Exceptional Interpersonal skills that can engage and get the best out of people at any level internally and with clients
- Excellent communication skills. Both written and oral, outwardly and inwardly facing
- Strong persuasive skills: Influential, impressive, valid, credible, convincing, effective
- You'll be proficient in developing and nurturing relationships with clients at a senior level e.g. Brand Director, Marketing Director, Managing Director, Head of Design

Planning & Organisation

- The ability to stay professionally organised on a day-to-day basis with awareness of the affect this has on others
- Spot on accuracy and attention to detail with a high quality of output at all times
- Troubleshooting with internal Operations Manager & CDs to ensure sufficient and appropriate resource is allocated to meet client deadlines

Commerciality

- Accurate forecasting of all assigned accounts and supporting the management team and Head of Finance with broader tracking and reporting of revenue generated vs annual and monthly targets
- A key contributor to target setting, and an effective driver in delivering against them
- Attendance of weekly forecast meeting ensuring you can bring a comprehensive and informed view of your account billings

A Business Developer

You will have the ability to identify and open business opportunities by demonstrating strong fluency and application of strategy and creativity. You will do this by:

- Being responsible for developing a focused annual client development plan for each account (with input from the Directors), delivering the agreed actions and taking ownership for the client revenue targets agreed for each client
- Liaising with Taxi's Directors on account status, highlighting and putting in place plans to activate opportunities for new business within your accounts
- Supporting the Business Development team with new business activities
- Supporting the PR and marketing efforts of the business to promote Taxi to new and existing clients
- Leading quarterly planning meetings for key accounts (internal and with clients)

A Team Mentor

As a leader of a team, and key figure in the studio, you will be a role model for excellence whilst delivering on our values of real relationships, fairness and fearless creativity. You will do this by:

Development

- Developing a team of Account Managers to support and grow your accounts relationships and financial health
- Ensuring you understand the skills, ambitions and passions of each of your team members so that you can spot opportunities to utilise them properly or address areas of development
- Writing PDRs and goals for each member of your team to ensure they develop and progress whilst under our roof
- Delivering mentoring or constructive feedback for any member of your team, in-line with their development plans
- Your line manager will regularly mentor and coach you to improve the quality of your output and thinking, as well as agreeing your performance objectives and development needs through your annual Personal Development Review.

HOW WE SAY THANKS

It's the people that make the studio, so we make sure we reward ours generously. That means when you work with us, you can expect all the usual goodies (breakfast, parties, Friday booze, studio lunches, and all the tea and coffee your heart desires) and then some.

- Generous personal development budget to spend as you wish
- Regular inspiration workshops and tickets to creative seminars
- Competitive salary with annual pay reviews
- Flexible working options
- Bonus of up to 10% of salary
- Enhanced maternity and paternity package
- Life Assurance
- Private Healthcare
- 23 days holiday (which increases with length of service up to a maximum of 30 days), plus bank holidays, your birthday off, and a Christmas shut down period

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