

JOB DESCRIPTION

ACCOUNT MANAGER

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 a new client service superstar to join us on the journey.

Following a period of growth around one of our key clients, we're looking for an experienced Account Manager to join the team and support our Account Director in growing the corporate side of the account. As accounts go, it doesn't get any better. One of (if not) the biggest brands in the world, with a huge global footprint and a team of challenging, intelligent, creative and energetic clients to match. The role represents a huge opportunity for an Account Manager to learn, develop and grow, with a wonderful team around them.

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 pro project planner, a first-rate relationship builder 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*ts 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...

Taxi Studio
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You're brilliant at:

- Planning: The ability to stay professionally organised on a day-to-day basis and being aware of how to manage this within the broader agency context.
- Communication: Both written and oral, outwardly and inwardly facing.
- Interpersonal skills: The ability to get along with others and develop meaningful trusted relationships internally and with clients.
- Commerciality: Informed understanding of running profitable accounts.
- Attention to detail: Spot on accuracy with a high quality of output at all times.
- Multi-tasking: The ability to remain calm in a fast-paced, dynamic environment whilst managing multiple work streams.
- Team player: A genuine passion for rallying and driving an internal team.
- Strategic understanding: A passion for brands and a minimum of two years branding and communication experience.
- Diplomacy: The ability to manage large, often complex stakeholder groups.

You'd get a kick out of:

- Providing professional, flawless Account Management for the assigned client(s).
- Collaborating with a team to deliver considered and engaging Internal Communications projects for a global audience; from live events, to training tools, to CSR initiatives and everything in between.
- Supporting the team to ensure that the integrity of design and creative strategies is upheld throughout the duration of a project.
- Working with the strategy & design leads to interrogate & shape creative briefs.
- Managing own projects and small clients completely.
- Leading project conference calls and internal meetings, coordinating multiple (often very senior) clients and agency partners (often in other countries), ensuring actions, next steps and responsibilities are clear.
- Maintaining internal paperwork for the account (writing briefs, cost estimates, project plans, schedules, contact reports, finance trackers, contracts and vendor agreements, project status sheets, online management tools).
- Support the Account Director with forecasting and obtaining PO's to ensure invoicing (and payments) are up to date in conjunction with our Finance Team.
- Supporting the Account Director to ensure that Taxi deliver high levels of service and creativity to the client; monitoring budget spend; creative quality and delivery of work to deadlines.
- Supporting the Account Director in planning and tracking projects to maximise project profitability using our financial management systems.
- Liaising with internal Traffic Management to ensure sufficient resource is allocated to meet client deadlines and medium term plans are in place to forecast resource requirements.
- Managing an array of external suppliers who we utilise on the account including preparing quotation specs to enable suppliers to cost against and arranging suppliers NDA's, Sub-Contract Agreements and PO's.
- Championing Taxi 's culture inside and outside the studio.
- Developing and sustaining meaningful relationships across junior to mid-level clients.
- Proactively identifying opportunities to support Client Development Plans.

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- Offering valued creative and strategic contribution.
- Managing and implementing content and contact strategies.
- Attending and preparing quarterly planning meetings (internal and with clients).
- Developing credentials presentations and pitch proposals for new clients.

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 company pension contributions
- Enhanced maternity and paternity package
- Life Assurance
- Health Cash Plan
- 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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