

JOB DESCRIPTION

SENIOR 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 creative superstars to come along on the journey.

This exciting Senior Account Manager role is to help us 'Maintain' and 'Grow' one of our biggest client relationships. We don't deal in superlatives here at Taxi, but as SAM roles go, this is an absolute showstopper.

So we're looking for an Account Handling superstar who absolutely thrives on delivering exceptional client service and building meaningful and enduring relationships with clients.

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*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.

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THIS ROLE IS FOR YOU IF...

We say 'Maintain', because this is a flagship account that's seen us deliver some breathtaking creative work for a myriad of global brands over the last few years – all delivered on time, on budget, and in partnership with global brand leaders, so its paramount that these high standards are carefully guarded and nurtured to ensure that our clients are consistently delighted. We say 'Grow' because we know that there is still so much untapped potential with this client that the sky is the limit, and we need someone to help the team develop existing and build new relationships to unlock further opportunities.

A proactive nature, passion, empathy and dynamism are all prerequisites for this varied role. The SAM will lead multiple projects at any one time, often with different global markets, ensuring that the right team members are brought in to add value to the project at the right moments. Reporting to the Senior Account Director, the SAM will be responsible for the day to day management of the accounts and there will likely be line management opportunities to follow in due course.

You'll collaborate closely with the Creative Strategist and Creative Director to ensure that our clients' expectations are consistently exceeded, upholding our exceptional creative standards and ensuring a healthy bottom line along the way. Strategically sound, you'll be confident working with senior level clients, challenging appropriately where required to ensure we uphold our fearless creativity mantra and deliver the most effective work.

We all know that the devil is in the detail so you'll be an expert in keeping an eye on the minutiae, but you'll also have the capability of being able to take a step back from the day to day projects, keeping an eye on the bigger picture, allowing you to give equal focus on extending your network of client contacts as well as spotting and driving development opportunities across the account.

Our Client Services team operates on a simple set of values that come together in our team manifesto; amongst many other things, we celebrate and encourage collaboration, integrity, ambition and humility, so the ideal candidate will naturally uphold and exemplify these values, motivating those around them with their energy and drive. We're a close-knit team with a big sense of humour and a big heart. It's a wonderful team full of big characters, and no one person is bigger than the team.

You may, on occasion, be required to attend external meetings anywhere in the world so you must have and maintain a valid passport and a relatively (!) clean driving licence.

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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 and the ability to develop existing client relationships and drive new client opportunities.
- Multi-tasking: The ability to remain calm in a fast-paced, dynamic environment whilst managing multiple work streams.
- Strategic understanding: A passion for brands and a minimum of five years branding and packaging experience driven by strategic insights.
- Diplomacy: The ability to manage large, often complex stakeholder groups.
- Attention to detail: Spot on accuracy with a high quality of output at all times.

You'd get a kick out of:

- Providing absolute best in class client service for own projects to ensure that Taxi deliver high levels of service and creativity to the client; monitoring budget spend; creative quality and delivery to work deadlines.
- Being a brand champion offering valued creative and strategic contribution with (often very senior) clients.
- Developing credentials presentations and writing accurate, persuasive and exciting pitch proposals for new and existing clients.
- 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.
- Briefing creative teams on projects and tracking development of creative against these briefs ensuring that the integrity of design and creative strategies is upheld throughout to ensure that Taxi deliver considered and engaging brand, packaging and activation solutions for a global audience.
- Managing and maintaining all internal paperwork for your accounts (writing briefs, cost estimates, project plans, schedules, finance trackers, contracts and vendor agreements, project status sheets, online management tools).
- Planning and tracking projects to maximise project profitability using our financial management systems ensuring that the forecast, pipeline, invoicing (and payments) are updated daily to reflect all changes as and when they happen.
- Managing an array of external suppliers who we utilise on the account e.g. strategic planners, copywriters, digital partners.
- Liaising with internal Traffic Management to ensure sufficient resource is allocated to meet client deadlines.
- Liaising with Taxi's Directors on account status, highlighting all opportunities for new business within the account to the Senior Account Director and providing support and ideas to maximise these opportunities.
- Providing active contribution to the development and execution of the Client Development plan.
- Demonstrating the ability to identify client development opportunities and support the team in converting them into live projects.
- Managing and implementing content and contract strategies.

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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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