

JOB DESCRIPTION

Account Manager (Fixed term 12 month contract)



Job Title: Account Manager (Fixed term)
Department: Account Team, Project Direction
Based: Central London (client offices)
Reporting to: Account Director

REMUNERATION

Agreed as per contract of employment.

Bonus & pension contribution scheme as outlined in your contract of employment.

THE ROLE

This role will be based full time within one of our major client's organisations in Central London. Within the role as Account Manager, the individual will be required to work closely between our client and the **drp** account team on a variety of projects including events, internal communications and additional projects.

We are seeking someone with a passion for building strong relationships along with a sound knowledge of project/account management across a variety of disciplines. This person will communicate effectively in large account teams and be the ambassador for **drp** within a full time client facing role.

PURPOSE

To build and sustain excellent client relationships, leading and supporting diverse clientele through wide ranging projects with responsibility for the full project management cycle - from conception to planning and development to delivery and review.

ROLES AND RESPONSIBILITIES

As a pivotal position within the company, you are responsible for co-ordinating all aspects of a project. From working on initial client briefs, generating and pitching for jobs, through to detailed planning and delivery on site at events.

As an account manager, you will also be responsible for sharing updates with the Account Director and providing the client with an exceptional level of service and delivery.

PRINCIPLE DUTIES

- Daily account management and customer service, ensuring the client is supported with all projects and effectively managing time and workload.
- Organising events, board meetings, conferences, road shows and product launches including full end to end planning and communication.
- Assisting wider client team with internal communications projects, touching over 180,000 internal colleagues and growing.
- Interpret client briefing requirements accurately, influence where appropriate, produce full production proposals which you will be expected to co-ordinate within **drp**.

- Accurately and pro-actively record, develop and share clients' requirements through excellent listening skills and excellent channels of communication.
- Effectively lead, direct and develop team members assigned to a project delivering to **drp** standards whilst exceeding clients' expectations
- Managing clients' and colleagues' expectations acting as a single point of contact, through pro-active management and effective project planning with realistic deadlines
- Take ownership and actively manage assigned budgets whilst effectively influencing and negotiating with internal and external parties to ensure targeted profits are achieved and ideally exceeded
- To be able to manage budget in various monetary currencies
- Building relationships with third party providers, working in partnership with **drp** finance to ensure best value and delivery against prescribed service level agreements
- To pro-actively alert **drp** regarding any irregularities, lack of adherence, and or problems which could result in detrimental implications within the project
- Applying the **drp** core values in every aspect of your role as Account Manager and all projects you may be involved with. These include Understanding, Trust, Passion, Belief, Effectiveness.

This list is not exhaustive and you will be expected to work flexibly and undertake other such duties as the management may from time to time reasonably require.

KEY PERFORMANCE INDICATORS

- Maintain the highest level of service and professionalism as a **drp** ambassador at all times.
- Ability to deliver a project on time, to the agreed objectives and exceed client expectations
- Develop client contacts and increase revenue
- Deliver the project within budget
- Record key reconciliation of accounts/spends and travel arrangements

SKILLS, QUALIFICATIONS & EXPERIENCE

- Excellent rapport building, active listening and communication skills are **essential** supported by proven relationships internally and externally.
- Experience in managing multiple key stakeholders of varying degrees of seniority and projects simultaneously are **essential**
- Proven experience running projects including Events, Digital, Video and Internal Communications.
- Exceptional planning and organisational skills with a passion for customer service, delivery and attention to detail – must leave no stone unturned!
- Experience of working in fast moving and client focused businesses coupled with a flexible, methodical and logical approach to work
- An understanding of production elements, ideally supported by experience, including technical, design, print, video, multi-media and presentation, would be advantageous
- Experience in delegate management including online registration and communications is preferable
- Proven experience of financial and budget management including project reconciliation.
- In undertaking duties demonstration of the **drp** core values
 - Understanding
 - Trust

- Passion
- Belief
- Effectiveness

COMMUNICATION AND GENERAL ATTRIBUTES

- To provide the highest level of communication to internal and external clients, both verbally and written
- Ensure expectations and deadlines for both client and **drp** are communicated and achieved
- Clearly communicate specific actions and requirements to internal and external clients, including the production / preparation and supply of relevant supporting information and documentation
- To keep accurate and precise records of communication, including meeting minutes with actions, e-mail communication and other suitable information specific to clients and /or projects
- To provide a flexible and adaptable approach to all projects, molding to and influencing client ways of working
- Logical and methodical approach to work, with a high level of attention to detail ensuring nothing is left to chance
- Work efficiently and effectively under pressure, ability to use own initiative and make calculated decisions regarding specific projects
- Effectively lead a team, as well as working as part of a team, providing support where necessary

ACCOUNT MANAGEMENT

- To act as the single point of contact with the client for all aspects of the project and general client relationship, unless otherwise instructed to do so by the Project Director / Department leader.
- To work effectively with clients, communicating in a diplomatic way in order to build, develop and grow relationships with potential and existing clients
- To lead or to be a part of a wider/larger team to complete a project
- To work on interpreting a client brief / requirements in order to produce full proposals. Including identifying, requesting and co-coordinating specific information from each **drp** division and producing an overall costing / budget
- Involved in client pitches, presentations and communication to assist in securing jobs / accounts

PROJECT SPECIFICS

- To plan all aspects of production liaising directly with assigned individuals from each department. Ensuring time is scheduled in to production calendars and is adhered to
- To produce detailed Project Plans assigning actions and deadlines both for internal and client use
- Obtain / produce / supply relevant departments with detailed briefs, content and all relevant information in advance of work being undertaken
- To co-ordinate all internal and external Project Meetings, setting agendas, ensure constructive outcomes, documenting and following up on necessary actions
- Constantly monitor the progress of the project ensuring it does not fall behind, negotiate where necessary, ensuring all involved are kept abreast of any changes, influences that may impact on the overall delivery

- Control, negotiate and efficiently communicate expectations and requirements with all 3rd party suppliers (including venues) ensuring best value, service quality, items are fit for purpose and event specific information is relayed such as logistics, arrangements etc.
- Oversee all production elements ensuring they are on-time and meet agreed service standards and fit the brief. Ensure correct internal approval processes are adhered to prior to consultation with client / external party
- To actively identify problem areas and / or challenge any concerns that may result in having a negative impact on the end result
- To produce and oversee all supporting documentation such as final event information / scripts etc. are accurate, up to date and distributed accordingly
- Plan and ensure all logistics for **drp**crew (including 3rd party crew where applicable) are in place and well communicated
- Oversee and manage all delegate logistics including pre-communications, registration, communications, arrival, hotel check-in, registration etc.
- To provide the onsite support, undertaking any activity that is required as part of the project, and ensuring overall management of all other areas providing direct supervision where required
- Ensure levels of Health and Safety on site, liaising with the allocated production manager to ensure the safety of all crew whilst undertaking activities on site inline with **drp** best practices and guidelines
- Instigate and manage the post event production, including structure de-briefs both internally and externally
- Undertake any other duties that are required as part of any project, business activity or as requested by department leader
- Where applicable you will work alongside a Project Director on all creative aspects of the job ensuring cohesion and consistency for each project

FINANCE

- Solely responsible for all aspects of individual project budgets, constant updating and control ensuring gross profits are achieved. Effectively negotiate with internal and external parties to ensure best value and projects are delivered within budget and where possible, exceeded
- Raising purchase orders for all department / project and ensuring accurate records and financial procedures and practices are adhered to
- Obtain documented sign off from client on all aspects of budgets, from initial acceptance through to confirmation for all additional spend thereafter
- Produce all final invoices and obtain sign off / acceptance from the client. Ensure any commissions due are invoiced and obtained accordingly
- Full reconciliation reporting

OTHER REQUIREMENTS

- To undertake necessary travelling and time away from the office for meetings, events and any other requirements. Reasonable expenses for travel and subsistence provided
- Project dependant, your role involves a considerable amount of out of hours working, and is not

fixed to a 9-5 pattern. you must be flexible with working patterns, hours and locations

- A full clean drivers' licence is preferred but not essential. It is your responsibility to ensure your insurance provides 'Business use' in order to claim mileage

DATA SECURITY

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

THE COMPANY

Established in 1980, we're one of Europe's most experienced and largest, fully integrated, award winning communications agencies. From the strategic communication consultancy, to our complete in-house production facilities for digital media, video, events & print, we deliver to companies of all sizes that span a wide range of markets.

***drp** is an equal opportunities employer.*