

ROLE: CLIENT MANAGER

Wake the Bear is a London based Marketing Communications agency. We are working with some of the most exciting early stage and high growth businesses in the UK to help them scale through advertising and communications.

ROLE PURPOSE

We're looking for someone to join us to support the wider team across all aspects of our clients' businesses. Your responsibilities will consist of account and client management, working collaboratively with the wider Agency teams and partners to deliver communications planning, project management activation – including media, measurement & reporting.

If you'd like to work at an agency where we think about challenging business problems with an entrepreneurial attitude, then we'd love to hear from you.

WHAT YOU'LL BE DOING

- Support the Client Director to deliver innovative and creative solutions to client briefs
- You'll brief, lead and manage clients & projects, ensuring work is delivered on time, to a high standard and that it delivers to the client's business challenge
- You will be the day-to-day contact for clients – maintaining a strong working relationship and delighting them with attentive service, ensuring they are kept up to date with all activity on the account
- Coordinate and collate central account management documents such as year plans and finance trackers
- Work with the wider client and media team to produce inspiring activations
- Management and development of Client Executive(s), responsible for their progression and providing support across day-to-day tasks

REQUIREMENTS

- A solid understanding of the media landscape, all channels (online & offline) and how they work together
- Well versed in taking briefs from clients, working up planning responses and presenting these back – managing timings and expectations in the process
- You have strong communication skills (verbal and written) with confidence in front of clients, coordinating and leading regular client calls and meetings
- You have great organisational skills with attention to detail
- You are a problem solver and enjoy finding solutions to tackle a brief
- Awareness of latest market developments, trends and emerging technologies
- Practical skills: Microsoft & Google Suite competent, industry tools including but not limited to GWI, YouGov, Brand Index, Nielsen, SimilarWeb, SEM Rush

YOU'LL KNOW YOU'VE DONE A GOOD JOB WHEN YOU ARE...

- Comfortable building insightful communications to share with clients and teams on the market and any recent trends
- Working with all areas of WTB to ensure clients have the best set up and tell us that they love our work
- Playing an active role in supporting new business pitches
- Actively seeking new training to improve your own skills and training other team members in your area of expertise
- Recognised as a team player
- You're happy and content, enjoying your work and the company of the people you're doing it with

OUR CORE BENEFITS INCLUDE

- Income protection
- Life assurance
- Private medical insurance
- Your birthday off
- £300 Life & Learn allowance per year (non-vocational development)
- Vocational training fund
- Enhanced maternity & paternity leave
- 25 days per year (pro-rata), raising by 1 day per year to a maximum of 30 days per year
- Flexible working