

Job description: Integrated Senior Account Manager, London

About Living Group

At Living we make a difference. A difference for our clients, our people and the communities we work in. We employ smart thinking and industry insight to create positive outcomes for our clients in the financial, professional services and technology sectors.

With offices in London, Hong Kong and New York our specialists' deep understanding of our clients' sectors means we challenge thinking, inspire ambition, and deliver meaningful change across their organisations through effective and integrated brand, digital and marketing communications.

About the position of Integrated Senior Account Manager

The role of an Integrated Senior Account Manager requires experience of managing a number of accounts within an integrated agency. You will have a minimum of five years' relevant experience, with great communication and organisational skills, and be able to work accurately and efficiently under pressure. As an exceptional team player you will have based your career on building and maintaining strong relationships with recognised clients and will have the passion, enthusiasm and determination to take the team to the next level.

The position reports to:

- Group Account Director.

Overall, the position holder will:

- Manage the day-to-day delivery of a group of Living's client accounts, ensuring our clients are receiving the highest individual attention and ensuring that we deliver, as a team, projects on time, on budget and on brief
- Overseeing the development of each account and increasing the volume of work when appropriate. Spotting and developing opportunities with our clients, turning projects into accounts
- Present brand, digital and advertising work alongside the Creative Director or senior management team

Specific duties include:

- End to end project management of each account: estimating, producing statements of work, scheduling, reporting, budget management and invoicing
- Ensuring that each project is delivered profitably and so helping to grow and build our business
- Brief taking and writing, and once approved, briefing Living's teams
- Managing the production elements of large projects and campaigns, delivering a joined-up approach, and liaising with multiple teams and suppliers/freelancers as required
- Understand spend on projects so as to feedback accurate position for sales reporting

Living Group

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Skills required:

- Integrated experience – delivery of digital, branding, and integrated campaigns
- Excellent organisational skills and strong attention to detail
- Exceptional communication skills – both internally and client facing
- Clear reporting skills and issue escalation.

Overall, the Integrated Senior Account Manager is expected to:

- Have an excellent understanding of commercial processes, delivering profitable projects every time
- Be articulate and a good listener
- Be financially competent and confident with tracking accurate position in sales sheet
- Be a strong team player, knowing when to seek advice or help from other team members
- Have a personal drive to deliver value to client and performance to the Group
- Finally, understand all aspects of Living’s offering including brand, digital and advertising.

Key Performance Indicators

Targets	Performance indicators
Ensure client satisfaction across all accounts	Project delivery, on time, on budget and on brief
Develop and maintain account relationships with Living’s key clients	The increase in project volume and billing value across Living Group. More work from the same client base
Financial performance is met based on targets set by the senior management team	Invoicing and profitability targets, set by the CEO achieved on a project-by-project basis
Teamwork. Working as a team to deliver a joined-up approach right across the Group	Feedback from other team members and the increased involvement in integrated projects.
Attend more new business meetings and assist in new business activity in conjunction with the senior team	New account wins

Review periods and feedback mechanisms:

- Performance appraisals conducted by the Group Account Director – twice a year.