

Account Manager Job Pack

March 2020



Hello, and welcome to Creative Bridge

Thank you for your interest in this role.

True organiser? Love adding value? Driven by purpose?
If that sounds like you, then we've the perfect opportunity.

With a unique opportunity to be part of an agency that moved to a virtual office set-up in 2018, you can work from home whilst still being part of a fast-paced, buzzy consultancy. We're a friendly, full-service agency that excels at helping clients find their purpose and position themselves for success and impact.

We have a rare opportunity to join us as an account manager. You'll have the opportunity to work on a wide range of client accounts, and alongside many of our consultants. There's a real opportunity for you to make your mark and develop your skills as well as helping us to enhance the success of our clients.

You'll probably be naturally curious, have a thirst for new ideas, a recognition that you can learn from others and a love of working with a team. You will already be a well-rounded account manager with agency experience.

It's likely you are looking for a new role where you can balance your home and your work life, have more control over your day, and work with clients that really do make a difference.

If you're the person we need for this role, you will have proven experience of agency life, and a strong track record in managing design and digital projects.


If you're the right person for us, we'll offer a good package, including:

- Competitive salary, depending on hours and experience
- 25 days' annual leave, plus bank and public holidays
- Your birthday off every year
- A home-based position
- A healthcare plan
- A pension
- The chance to work with a wide range of clients, with a special focus on the housing sector
- Great potential for fun, job satisfaction and personal development.

Please read on to find out more about Creative Bridge, the role and how to apply. I look to hearing from you!

If you're interested, please apply before **5pm on Thursday, 30 April 2020**. We are looking to make an appointment during May.

Thank you



Nicola Winn
Managing Director



About us

As a full-service agency, we bridge the social and commercial sectors and specialise in working with clients who want to make a difference in the world.

From branding to annual reports, from reviewing communications practice to managing crises, from creating campaigns to developing websites, our services cover the full spectrum.

Our multi-disciplined team combines smart strategy with commercially-focused marketing and communications. We've been joining un-joined dots for the last 20 years, helping clients grow, reach their markets, and change opinion and behaviour.

Our clients make a difference to the world. And we play our part in their success by being:

Strategic

Keeping the big picture in focus, but with a keen eye for detail

Creative

Constantly surprising with clever, inventive ideas

Insightful

Absorbing and understanding what we do and what our customers need

Innovative

Breakthrough thinking and responses to our customers' needs

Integrated

Always joining the unjoined dots to do things better.

Our values

We love what we do

We direct our energy towards a challenge we believe in, then do it well.

Everything we do has purpose

We say what we mean, and commit to what we know is right, even if no-one is watching.

We drive change

We respect every person equally in an unequal world. We stand in their shoes, then stand up for them.

Our learning never stops

We seek knowledge, make sense of it and share it.

We are pioneering

Our creativity frees us to find opportunities to join the unjoined dots.

We are clear about two things

Where the path leads and the next step to take on it. We leave footprints wherever we go.

Creative Bridge is jointly owned by the P3 Group Europe and our Managing Director, Nicola Winn. For more information about us and our work, please go to www.creative-bridge.com or follow us on Twitter [@1creativebridge](https://twitter.com/1creativebridge)

About the job

Reporting into the head of finance and operations, and working closely with all of our consultants, you will be a self-starting, adaptable team player, with a sense of humour, who's curious to learn and is able to build great relationships with colleagues and clients.

Objectives and purpose of the job:

To be the day to day account manager for identified clients and the project manager for design and digital activity.
To work in the spirit of our values at all times.

Reporting to:

Head of finance & operations on a day to day basis, with accountability to the agency's consultants and managing director in relation to client handling.

About the job (cont.)

The successful post-holder will have the following responsibilities:

1. To personally act as the day to day account manager for a number of identified clients and projects, sustaining regular contact with them, both in person and via email and telephone, adding value through ongoing expertise and advice, delivering high quality and accurate work at all times
2. To operate as a highly-effective project manager, across the broad spectrum of marketing, design and digital products, effectively planning and delivering quality work in a timely way
3. To develop and manage briefs and production timetables, scheduling work with the studio or with relevant freelancers/ suppliers and coordinating everything needed on a project or account to ensure delivery on time, on budget and on spec
4. To act as a great creative bridge between clients, colleagues and suppliers, delivering work which makes our clients more successful and impactful
5. To support the marketing of Creative Bridge, acting as the lead account handler for our social media
6. To plan, prepare, attend and contact report regular meetings with clients and determine, record, maintain and implement pro-active action and project plans for contracted and project-based work
7. To maintain up to date trackers of all activity at all times, in accordance with agency procedures and client requirements
8. Over time, to develop quotes and costed proposals for clients, attending pitches as necessary
9. To support the review, development and maintenance of company systems to support great and pro-active account management, in conjunction with the head of finance & operations
10. To work with others, both internally and externally, in a collaborative way, sustaining strong working relationships with colleagues, freelancers and suppliers, based on our stated values
11. To work in accordance with the company's budgetary targets, client contractual commitments and the company's standards of operation at all times
12. To stay abreast of key marketing, communications, design and digital best practice and trends, through ongoing research and personal development
13. To keep the Managing Director informed of key issues that might affect the company's reputation and success.

Our perfect candidate

Essential skills, attributes and experience:

- Experience of working in an agency
- Proven experience of client handling
- Exceptional interpersonal skills, including good writing skills
- Strong project management skills and proven experience of juggling and effectively managing design and digital projects, on time and to budget
- Self-sufficient and reliant
- Keen and able to work alone from home, but flexible to travel to meet with clients and colleagues, as required
- Energy, enthusiasm and a can-do attitude
- Professional and personable
- Strong eye for detail and administratively savvy
- Proficient in Word, Excel and social media and a good awareness of design and digital development potential
- You will also be a car owner with a full license and will probably be based in the Midlands.

Desirable skills, attributes and experience:

- Degree in relevant subject
- CIPR or CIM qualification
- Experience of working with clients in social housing, not-for-profit or public sectors
- Demonstrable experience in storyboarding and project planning for animation, film, websites etc
- Experience of generating new business from existing or new clients
- Proven experience of managing social media channels
- Experience/appetite to take on agency marketing.

How to apply

To apply for this job, please email alison.clegg@creative-bridge.com with the following:

1. Your CV (please note that agency CVs will not be accepted)
2. A short covering letter telling us why you should be considered for this position
3. Details of two referees (at least one must be a current or former work contact)
4. A completed recruitment monitoring form (available as a separate PDF to download on our website)

Note:

Please make sure any links included in your email are typed in full (i.e. not shortened links).

The closing date for applications is [5pm on Thursday, 30 April 2020](#).

We are looking to make an appointment during May.

Creative Bridge

45 Booth Drive
Park Farm Industrial Estate
Wellingborough
NN8 6NL

T: 01455 883880

E: info@creative-bridge.com

creative-bridge.com

Recruitment monitoring

It is a fundamental principle of our policies that all people are equally valued regardless of their gender, age, disability, race, ethnic origin, language, religion or sexual orientation. The aim of our policy is to ensure that our employment practices do not allow unfair discrimination and promote equality of opportunity for all.

To help us meet this commitment, we hope that you will assist us in monitoring our recruitment process by completing this form prior to interview. Only by collecting the information provided can we progressively assess our performance and identify where improvements might be made.

The information contained on this form is strictly confidential and does not form part of your application. The information will not be taken in to account when making the appointment.

Position applied for:

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Surname:

.....

First names:

.....

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Nationality:

.....

Date of birth:

.....

Male Female

Religion:

- Christian
- Jewish
- Buddhist
- None
- Sikh
- Hindu
- Muslim

Other* please specify

Ethnic origin:

- White
- British
- Irish
- Any other white background
- Mixed
- White & Black Caribbean
- White & Black African
- White & Asian
- Any other mixed background
- Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background
- Black or black British
- Caribbean
- African
- Any other black background
- Chinese or other ethnic group
- Chinese
- Any other

If you have ticked one of the 'any other' boxes, please describe your ethnic origin below

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The above categories are recommended by the Commission for Racial Equality Disability

Do you have a disability?

Yes No

The Disability Discrimination Act 1995 defines disability as follows: "A person has a disability if he/she has a physical or mental impairment which has a substantial and long term effect on his/her ability to carry out normal day to day activities".

Please return to alison.clegg@creative-bridge.com