

Title	Account Manager
Reporting To	Client Director, Director
Direct Reports	Account Executive
Overall Purpose	Develop deeper, more strategic and more collaborative partnerships with our clients

## Why ami...

The best way to introduce ourselves is to tell you about the 8 values that make us ami...

### Communication

*We listen well, so we can better understand*

- We are concise and articulate in speech and writing, ensuring our colleagues, partners and clients understand what we are communicating to them
- We think strategically, and can articulate what you are and are not trying to do
- We maintain calm and poise in stressful situations

### Respect

*We treat our people, clients and partners with respect independent of their status or the situation*

- We nurture and embrace differing perspectives to make better decisions
- We are ego-less when searching for and sharing the best ideas
- We make time to help each other and share information openly and proactively

### Innovation

*We use practical and creative thought to find solutions to challenges and problems*

- We challenge the status quo when warranted and suggest better approaches
- We create ideas that deliver and inspire
- We find the time to minimise complexity internally and externally

### Ambition

*We care intensely about our and ami's success*

- We see ourselves as problem solvers and adopt a can do attitude at all times
- We take smart risks
- We do not consider there to be a ceiling to our own or the agency's potential

## Impact

*Demonstrate the agency's fundamentals and purpose in all of our output*

- We deliver consistently excellent work which colleagues and clients can rely on
- We focus on delivering results from the outset
- We exhibit action, not procrastination

## Passion

*We inspire each other with our quest for excellence*

- We care intensely about our clients' success
- We celebrate wins together
- We are tenacious

## Responsibility

*We acknowledge that we are each accountable for our collective success*

- We understand and appreciate the impact of delivering anything other than A-grade work within deadline upon others
- We empower our teams and each other to be our best
- We brief and explain tasks clearly and accurately in order to allow our partners and colleagues to deliver their best

## Authenticity

*We understand our purpose as our truth, and practice this within our attitude and behaviour*

- We are decisive and have conviction
- We admit mistakes feely and openly
- We question actions which are inconsistent with our values

## The important bit...

- We offer 25 days annual leave and are shut between Christmas & New Year with a bonus day off for your birthday
- A competitive bonus structure based upon both company and personal performance
- Pension Plan- 4% of annual salary contribution to mandatory pension scheme
- A dedicated culture group within the organisation with the sole intention to ensure a positive working environment for all

## The 3 best things about this role are...

1. Championing your clients to ensure their business and marketing KPIs are achieved
2. Working and collaborating on a daily basis with great people across different disciplines- planning, activation, strategy and analytics

3. Comprehensive training - you will receive coaching from senior members of the team and will have plenty of training opportunities

### Principle Accountabilities...

- Commercial success/growth of clients
- Client Satisfaction
- Ensuring incoming briefs/projects are actionable for teams
- Outlining the client's vision for campaigns
- Scoping for resource across disciplines pre-quarter and adapting in quarter
- Ensuring reports are up to date and presented in agreed format
- Setting meetings with client and internal personnel ensuring expectations are clear
- Work quality / delivery to brief and on time
- Primary client contact on a daily basis to ensure client satisfaction
- Work closely with Planning team to inform client's of any relevant opportunities
- Work closely with activation team to inform client when activity is live/any arising issues
- Coach and mentor direct reports and lead by example
- Prepare for and attend client meetings where appropriate

### Additional Responsibilities...

- Ensure smooth cross team collaboration for meetings/deliverables/workflow etc.
- Ensuring internal teams are clear on client engagement plans/annual roadmaps
- Specialists are deployed where necessary/required for client comms

### About you...

- 2-3 years agency experience
- At least 1 year working at an Account Manager level
- Vast experience dealing with client contact
- Experience of managing/overseeing at least one other colleague
- Strong communication and interpersonal skills, self-aware and committed to working as a team
- Passion for media and its role in a business

### How to Apply...

We can't wait to hear from you. Please send us your CV to [careers@am-i.com](mailto:careers@am-i.com)