

We're looking for an Account Manager!



Who are we?

Electric House is a social media agency with a difference – we're a publisher too. We create, produce and distribute shockingly good video content through our social media communities (and beyond), earning untouchable results for our clients.

A career with us is a vibrant one - we're a rapidly growing agency, based in one of the most iconic offices of the West Midlands. And, whilst we may be getting bigger, we pride ourselves on the family-style culture at the heart of our business.

We look for people who want to be a part of that culture, which means people who share our values. We create together, we believe in being passionate and honest, and we always strive to have a consistent positive impact on the business and on the people around us.

Our founder set out to create a company where nobody hated Mondays, or felt undervalued, and we work hard to uphold those principles. 96% of respondents in a recent team survey said they would refer a friend to work with us, so hopefully, we're doing a good job.

If you're looking to be part of something special - something dynamic, and exciting - Electric House could be the place for you.

The role

The Electric House Client Services team ensures smooth day-to-day project management on key client accounts. This ranges from taking client briefs, managing internal project resource allocation and monitoring account commercials. The team act as the face of Electric House, building long-lasting relationships and helping our clients hit their business objectives.

The role of an Account Manager is to take ownership of all work being briefed to the agency and develop strong, long-lasting relationships with the client.

As an Account Manager, you will:

- Manage the entire project lifecycle, which involves producing quotes and project timelines, and creating post campaign analysis and reports, and monitoring overall performance to identify how we can increase future margins
- Continually develop your knowledge of our clients, their industries, competitors, and customers to position yourself as a trusted advisor
- Work closely with internal teams, and in particular Production, to make sure all content adheres to the client requirements, which may include attending shoots and providing guidance on filming locations and actors



- Take ownership of long term client scope, working with internal teams to consider and prepare for client requirements over the next quarter
- Act as a key point of contact for clients, expected to take feedback, present ideas, and share relevant insights
- Work with the new business team on any pitches that come into the business, and always work to identify new opportunities within your own client portfolio
- Lead creative sessions, using your knowledge of the client, their competitors and their category to ensure ideas will resonate with key stakeholders and customers
- Work with the social team to ensure that any work being produced for a client is suitable for publication to one of our channels
- Assist the Account Director as and when required, and act as constant support to junior team members.

The role is ideally suited to someone who has worked in a client-facing role and is looking to join a fast-paced agency that's growing at an exponential rate. You will be joining a talented Account Management team and will have the opportunity to work with brands that are renowned in their industry.

The Successful Candidate

The successful candidate will:

- have creative agency experience and/or in-house social media management experience
- have sound knowledge of the digital marketing landscape, with insight into different social media platforms and the impact their use has on our clients and their business objectives
- have experience of handling multiple projects, able to work to project timelines and quotes
- continually be working to improve processes and increase work standards
- have strong communication skills, able to confidently liaise with clients and internal teams, build strong relationships, and deliver clear, concise information
- have a meticulous eye for detail to ensure brand and client projects are executed effectively
- be a creative thinker who takes an enthusiastic and positive approach, is hardworking with an attitude that 'no job is too small'
- be a natural leader, who is approachable and always on hand to support and offer guidance to the team when required.

It is also a requirement of the role that you have a valid UK driving licence with access to a vehicle to attend shoots and client meetings.

The Detail

Salary: Competitive

Holidays: 20 days per year, plus 1 additional day for your birthday and 1 additional day for your work anniversary



Job Type: Full-time

Start Date: Immediate.

How to apply: Send your CV and covering letter to kelly@cultureheads.co.uk. We are committed to equality of opportunities and would ask that you remove your name, date of birth, gender, ethnicity, and country of origin from any documents you submit. We just need your phone number to give you a call if your application is successful.