



We're looking for an Account Director!

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 Director is to take ownership of a number of key accounts, and give clear and effective strategic guidance to the Account Managers. You'll be responsible for the commercial success of the accounts, ensuring the work we deliver is profitable whilst being of the highest possible standard. You'll also be responsible for the professional development of more junior members of the team, working with them to develop their skills and, in turn, make sure your team realise the potential of the client brief.

As Account Director, you will:

- Take ownership of client relationships, responsible for forging lasting client partnerships and ensuring the commercial success of your key accounts
- Work with clients at a strategic level, leading planning sessions and building strong knowledge of clients industries, competitors, and customers



- Lead weekly and monthly calls with clients to provide relevant industry insights, post-campaign analysis and reports, before advising on any changes that should be made to upcoming briefs
- Lead creative sessions, using your knowledge of the client, competitors and their sector to ensure ideas will resonate with key stakeholders and customers
- Ensure that you have a thorough understanding of the day-to-day activities on all accounts, and work to identify and resolve any potential problems before they arise
- Support the Brand Partnerships Director / Head of Client Services when required and continually make proactive recommendations to help create more efficient processes throughout the business
- Take responsibility for project budgets, sign off quotes and ensure they'll provide sufficient cover for the work being undertaken
- Leading and supporting pitches, taking ownership of the process from concept to delivery and identify new opportunities
- Manage your team, leading by example and ensuring that you're able to available in a supportive capacity where needed

The Successful Candidate

The successful candidate will:

- have a wealth of experience that has been gained with over 6 years' agency or in-house experience. Experience within the construction industry would also be advantageous
- have proven experience in managing projects from concept to completion, ensuring they align with briefs and brand guidelines, meet budgets and deadlines, and are delivered to a high standard
- have an entrepreneurial spirit, with demonstrable experience of improving business processes, identifying new business opportunities and maximising existing revenue
- have experience successfully managing, mentoring and engaging a team
- have an expert understanding of social media and the role it plays in helping clients hit their business objectives
- be articulate, persuasive, and able to forge long-lasting client relationships
- strong written communication skills
- able to work at a strategic level, and get under the skin of your clients and their requirements.
- take an enthusiastic, positive approach in all that you do, eager to collaborate and immerse yourself in EH and our client base
- be a problem solver who is able to identify issues and calmly resolve them in confidence
- A UK driving licence with access to a car

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.