**Account Manager – Client Services Team – RadioWorks London**

As an Account Manager in our Client Services team, you will be responsible for managing client relationships and ensuring the successful implementation of audio advertising campaigns. You will work closely with clients to understand their objectives, develop strategic audio plans, and oversee the execution of campaigns. Acting as an extension of your client’s agency, you will regularly update them on industry news, new marketplace offerings, and changes to listening habits. Your strong communication and project management skills, along with your passion for audio advertising and the media industry, will be key to your success in this role.

**Your Responsibilities:**

**Client Relationship Management:**

* Act as the main point of contact for clients, building and maintaining strong relationships.
* Understand client objectives and develop strategic media plans to meet their needs.
* Provide regular updates and reports on campaign performance to clients.
* Take clients out for lunch or other corporate social events to build on relationships.

**Campaign Management:**

* Coordinate with internal teams to ensure the successful execution of audio advertising campaigns.
* Monitor campaign performance and optimize as needed to achieve client goals.
* Manage budgets and timelines to ensure projects are delivered on time and within budget.

**Industry Knowledge:**

* Stay up-to-date with industry trends and developments in audio advertising, and update both your team and clients.
* Build relationships with our media owner representatives, updating clients on opportunities, and produce proactive briefs to encourage clients to adopt new opportunities relevant to their specific objectives and challenges.
* Provide insights and recommendations to clients based on industry best practices.
* Regularly present these insights to your clients.

**Team Collaboration:**

* Work closely with other members of the Client Services team to deliver integrated marketing solutions.
* Collaborate with Investment Team members to develop effective campaigns.
* Work with the Digital Specialist on larger digital audio campaigns.
* Partner with our Creative Partnership Specialist for creative partnerships and sponsorships.
* Collaborate with Maple Street Creative, the production arm of the business, to ensure smooth running of production for your campaigns.
* Recognize opportunities in briefs to sell Maple Street Creative services.
* Occasionally, you may need to travel to visit regional clients, the Carlisle team, or attend company events in Manchester. All travel and subsistence costs will be expensed.

**Account Ownership:**

* You will take ownership of select accounts as the Client Services lead, while also supporting Account Directors on some of their accounts.

**Required Experience:**

* Experience in regularly liaising with clients.
* Experience working on audio campaigns (linear, digital, and podcasts).
* Your role is based in the London office three days a week (Tuesday, Wednesday, and Thursday). Working hours are 9:00 am – 5:30 pm with a one-hour lunch break. The office is open five days a week if you prefer not to work from home.

**Your Benefits:**

* You have 12 work-from-home (WFH) days a year (in addition to the regular Monday and Friday WFH days). You can use these as convenient. These are separate from ‘Emergency WFH days,’ which are for unexpected or unavoidable situations.
* You receive 25 days of annual leave per year. The office is closed between Christmas and New Year. You will accrue an extra day’s annual leave after 2, 5, and 10 years of service.
* You have one paid day a year to donate your time working with a registered charity of your choice.
* During the summer (June – August), you can log off at 4 pm on Fridays.
* The business contributes 3% towards your pension and will match up to 5%.
* After your probation period, you will have access to the BUPA cash plan, which provides cashback for a range of everyday healthcare expenses such as dental, optical, medical, and therapy treatments.
* You will have access to the YuLife app, which promotes physical and mental well-being. You can earn rewards for engaging in healthy activities, enjoy a wide range of discounts, have 24/7 access to a GP by phone or video, and use a confidential employee assistance program for mental and professional well-being.
* You are eligible for two bonus schemes after your probation period: the OTE quarterly bonus scheme and the EOT annual bonus scheme.