
Job Profile – touch Associates Limited

Title: Account Manager

Reporting to: Senior Account Manager

Job purpose:

The Account Manager will be responsible for the day to day account management of a number of allocated clients with an emphasis on the successful delivery of all client projects in line with meeting KPI's & Objectives. The Account Manager will apply a strong account and relationship management approach and will be an ambassador and expert in the guidance and support of all internal teams working across the account. To understand and generate new client opportunities across all our event management and engagement services.

At touch associates, we believe that....

- ✓ Loving what you do is infectious
- ✓ Events & Communications need to be engaging. Only then will they deliver results
- ✓ We learn every day, inspired by your world, the Events & Communications industry and the ever-fascinating interactions with human behaviour
- ✓ There is always something to share

Key responsibilities and accountabilities:

Client Management

- Autonomous responsibility of specific client relationships with day to day accountability for client service delivery and growth
- Identify and develop new business opportunities wherever possible
- Attend client meetings and reviews on a regular basis in line with client requirements and/or the client account plan
- Update and review client specific SLA's, contracts and process requirements
- Manage all client RFP's, proposals & pitches ensuring input from all relevant integrated service areas ensuring submission within timeframes specified
- Lead and attend (or support of client board Director owner) all client pitches as and when required
- As key client escalation point, be pro-active in ensuring solutions are found for all client queries in a timely manner
- Provide individual client account status reports on a monthly basis or as required

Project Management

- Ensure accurate and timely execution of all engagement and communications activity in line with client expectations
- Ensure all confirmed event projects are handed over to the event project management team in a timely manner
- Manage and implement client and touch (all service areas) project objectives, ensuring initial team briefings take place and ongoing project meetings are implemented as and when required to ensure profitable and successful delivery of all projects within agreed timeframes
- Provide consistent leadership, motivation and direction in a collaborative manner to all engagement and project team members as required

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- Attend team briefing and debrief meetings and ensure implementation of 'learning/best practice' for delivery across all operational teams
 - Attend on-site events to ensure client relationship activities are maximised
 - Review and agree supplier contracts and addendums in conjunction with the project management and sourcing teams as required
 - Provide project status reports on a monthly basis or as required

Budget Reconciliation & Finance Management

- In conjunction with the project finance team, create initial client budgets ensuring:
 - Client SLA's and contractual commitments are taken into account
 - All associated costs and fees for the successful delivery are included
 - Project profitability is maximized wherever possible
 - Upsell opportunities are considered, highlighted and suggested where appropriate
- Regularly review finance Job Logs and status of events and update accordingly
- Provide budget forecasts for each account to the project team and project finance team as required

Resource Management

- As appropriate, managing day to day project & engagement team resource to ensure effective delivery of client activity and the adherence to all key client delivery timelines
- Identifying as required (in conjunction with project team Leads), additional resource requirements to deliver client engagement, communications and project activity.

HubPlanner

- Management of resource allocation to job
- Management of direct report holidays
- Input of timesheet activity on a weekly basis

The Big Intimacy

- Live our values everyday:
 - Fun
 - Adventurous
 - Creative
 - Trusted
 - Courageous
 - Loyal

General

- Work collaboratively with Board, Peers and all teams to ensure effective delivery of all client projects
- Attend company training days as and when required
- Attend company meetings as and when required
- Have Fun!

Enjoy what you do, never be afraid to positively challenge and go the extra mile to exceed the client expectations adding wherever possible a little **touch** of magenta magic!