



JOB DESCRIPTION

Account Manager

Location: London/ Flexible

Hours: Full time

Overview

We're a comms and PR agency with a purpose: to help Christian not-for-profits communicate with impact. From global NGOs to ambitious start-ups, each of our clients has a story worth telling.

We take the time to get to know our clients and be inspired by their vision. Then we partner with them to deliver powerful comms that drive that vision forward, making strategic recommendations backed up by 15 years of expertise in the faith sector.

Over the past few years we have experienced significant growth as an agency. Now, more than ever, Christian organisations are wanting to communicate with their audiences to inspire engagement and action.

Job Purpose

Our Account Managers are the main point of contact for our clients, and are responsible for the day-to-day outworking of their PR and Communications strategies. Supported by Account Executives, and benefitting from guidance and coaching from Account Directors, the Account Manager is the linchpin of account success. What's to love in the role? The constant challenge of unique clients, and of understanding their needs and perspectives fast. The ability to adapt and assume the language and priority of each client's culture and terminology. The thrill of success – stories told well, coverage increased, objectives met.

It's not the job for you if you can't juggle a wide range of variables effectively, if you're not highly adaptable, or if you struggle with project management. The challenge of the job can feel like building a plane while flying it, as you customise our proven and professional approach to meet each unique client scenario!

Key Responsibilities

- **Portfolio Management**

Manage a portfolio of clients ranging from smaller UK-based Christian charities to large global ministries. You'll establish effective and professional relationships with each one, getting under the skin of their stories, their priorities, and who they are trying to reach.

- **Project Management**

Combining strong IT and project skills with strategic thinking and great execution skills, you'll devise, manage and track multiple projects simultaneously. Deadlines must be met, milestones delivered, budgets contained, reports produced, the team motivated, and clients enthused.

- **Strategic Guidance**

You'll provide strategic counsel to support clients in the achievement of their wider PR and Communications objectives. Drawing on your PR, Communications, Marketing or Project Management background, you'll provide insight and perspective that they will value and learn to rely on.

- **Media Relationships**

Both in traditional and social media, you'll build on your strong network of contacts, forging new relationships with key media and influencer contacts.

- **Delegation & Coaching**

You will effectively brief and oversee the work of Account Executives on your accounts, spotting how to get the best out of them, and effectively coaching them to new and higher levels of output and understanding. You'll provide effective feedback and identify growth opportunities for them.

- **Resolving Conflict**

An inevitable challenge of the role is handling the friction that can occur in client relationships. Building on the strength of established rapport, the Account Manager listens, and finds creative and effective ways to draw together what can be conflicting expectations. You'll need patience, diplomacy, and an ability to listen actively to underlying issues.

Skills & Experience

- **Outstanding Organisation & Project Skills**

Strong project management skills and tools, combined with an ability to juggle multiple teams and projects simultaneously will be essential. You'll combine attention to detail with keeping an eye on the big picture. You'll track deliverables for today with plans extending into the months ahead, ensuring measurements and analysis are captured throughout.

- **Self Management**

You will know yourself – how you learn, how you schedule and delegate and monitor. You will be efficient and effective, always looking for quicker and better ways whilst tracking your objectives. You

won't be thrown by change and fluidity, but will adapt and reinvent on the fly.

- **Relational**

Much of your client and team work will hinge on your ability to quickly build strong and professional relationships. You'll be relational, professional, and personable. Your clients will grow to trust you, even during times of conflict or when expectations are not aligned. You will be confident in your ability to negotiate, think outside the box and build trust.

- **Communication**

As an experienced PR and Communications professional, you'll deliver pitches, proposals, strategies, sign-off on copy, produce reports, and have strong copy-writing and story-telling skills. You'll translate client visions into tangible tactical plans and products which meet (and exceed) their expectations.

- **Sectoral Expertise**

Your knowledge of the charitable and Christian landscape, both within the UK and internationally for our global clients, will grow as you go. You'll build an awareness of the distinctives of each client, and their place within the wider context in which they operate.

Jersey Road location

Our team members work from a variety of locations across the UK. Wherever you are based, you should be willing to meet other members of the Jersey Road team in person, up to twice a week in London and join our in-person quarterly team days and annual team residential.

You should be willing to travel for in-person client meetings and client or industry conferences/ events.

International travel may also be required.

Jersey Road will reimburse all travel costs.

Salary and Benefits

- £33k - £42k.
- Pension Scheme
- Generous 30 days annual leave allowance
- Private healthcare package
- Travel compensation
- Flexible hybrid/ home-based working approach
- Generous personal development approach

Please apply by providing a cover letter and CV to jobs@jerseyroad.agency.

Deadline Sunday 4 May