



Retail Account Manager
Liquorice
Oct 2018

Liquorice

As an agency we are focussed on growing strong, lasting relationships, are fanatical about providing outstanding service delivery, and deliver ideas and solutions that work.

In our central Cheltenham location, we house creative minds, from conceptual thinkers to diligent artworkers, an ambitious digital team, client servicing and strategic thinkers, and are now looking to build a great project management team.

Through a process of consultative relationship management supported by excellent project management and great deliverables, Liquorice will continue to succeed and grow.

We deliver through the line, from TV to Digital with a consistent, joined up and considered solution to every brief. We have strong values, and our thinking and execution is always rooted in what's best for client.

An opportunity strong relationship builder to join a fast-moving growing agency, located in the heart of the Cotswolds.

Our next Account Manager

Joining the Retail team will give a solid account manager the opportunity to work alongside the Retail Director in shaping the future relationship of the accounts.

Working across a number of busy retail accounts including Tesco-owned One Stop, you will have a consultative nature at your core and be focussed on ensuring the retail division as a whole continues to grow revenue and profit, both organically and through new business wins as we continue to deliver impactful solutions.

With a minimum of 2 years' experience in Agency Account Management, you can demonstrate a track record in developing accounts and strong relationships, provide guidance and support for clients, and help clients to achieve success.

Reporting to the Retail Director and supported by an Account Executive and a Project Management team for delivery, you will work alongside our clients, often in their premises, to demonstrate the partnership and collaboration qualities we value.

Key Personal Attributes

- Strong relationship builder who inspires confidence and authority
- Collaborative with the ability to lead and inspire the team, the wider agency, clients, and other external partners.
- Commercially and creatively astute.
- Capable problem solver.
- Unafraid to take charge when necessary, be decisive and then build support for those decisions.
- Responsible and accountable for their own and others' work
- Naturally curious - knowledgeable and passionate about their client's business
- A can-do person who challenges the status quo on a daily basis
- 100% committed to quality and relentless in the pursuit of excellence

We operate in an entrepreneurial environment – and we look for individuals with tenacity, drive and ambition.

The Role

The Account Management team are focussed on developing strong partnerships through collaboration and providing a consultative service to deliver Agency expertise to our clients.

Being the core relationship managers, the Account Management team lead the direction of the accounts and are focused on maintaining and growing performance.

As an Account Manager you will be comfortable working alongside clients in their offices, presenting new ideas, developing new opportunities for growth within existing relationships and ensuring smooth running of the accounts.

Clear communication, organisation and attention to detail, and doing the basics well are the bedrock for this role.

The Package

- Training and development (currently including team, resilience and high-performance training delivered by former SF operators)
- Basic salary of £25,000 - £29,000 dependent on experience
- Company Pension Scheme
- Annual performance bonus scheme equivalent to 2 months' salary¹
- 5% of Year 1 sales bonus for any new clients introduced
- 20 days holiday plus Christmas closedown (subject to client needs)
- Cycle to work scheme
- Great central Cheltenham location
- Regular social events

¹ 2 months' salary split 25% on personal objectives / 75% on company objectives, pro-rata based on time employed during the year.

Essential Experience & Skills

- Minimum of 2 years' in an agency client services role
- Degree educated, Marketing preferred
- Strong relationship builder
- Proven track record of dealing with multiple stakeholders
- Ability to operate across multiple brands
- Methodical approach to dealing with information
- Able to develop and write creative briefs
- Effective communicator through phone, VC, email and in person
- Understanding of the creative process
- Confident and resilient personality
- A people person who naturally collaborates and inspires those around them
- Valid Driving License
- Microsoft Office
- Desire to continue to learn and develop

Other Desirable Skills

- Confident liaising at all levels
- Strategic Thinker
- Digital expertise

- Finely-tuned organisational skills

How to apply

Just impress us.

Or you could send your CV and a covering email to work@liquorice.marketing or write to us at Liquorice, 9 Bath Mews, Bath Parade, Cheltenham, GL53 7HL FAO Darren Low.

