

MISSION FOR CLIENT ACCOUNT MANAGER

To develop fantastic client relationships and generate the best results for them and us, upholding [39steps'](#) purpose to do good for our community while helping our clients look *great*.

Outcomes

1. **Manage marketing, web and design projects well to ensure client success:**
 - o creating and contributing to client marketing strategies
 - o collaborate with colleagues on marketing, design and web briefs
 - o write briefs that will yield the best creative results and achieve clients' objectives
 - o communicate ideas with the team and present to client
 - o review and revise ideas where necessary until an outcome is achieved
 - o effectively project manage right through from conception to completion and evaluation
 - o bring new ideas and thinking into client relationships and projects

2. **To cultivate great working relationships with clients and our team**
 - o support the MD on business development
 - o take ownership of the onboarding process
 - o build rapport and encourage trust in our whole team so we're seen as client partners
 - o know where and when to assign spend for maximum ROI
 - o look for and maximise opportunities within the existing account

3. **Push the business forward**
 - o creating, and contributing to, our own marketing strategy
 - o work with the team to create and deliver our own creative marketing projects
 - o keep up-to-date with current and emerging trends
 - o bring new thinking into processes and show the team in how-tos
 - o help to develop our working culture to continue to attract talent



Why work for 39steps?

We're an [Edinburgh-based creative agency](#) on a mission: to help great businesses thrive, while doing good stuff in our community. Our values are to be sparky, curious and engaging in everything we do, and responsible and clear at all times.

Since launching in 2003, we've delivered hundreds of branding, web and campaign projects for hundreds of clients, from all over the UK. We continue to be passionate about great design and delivering ROI for our clients. And we've just been shortlisted for the Chairman's Award for Best SME agency in the coveted 2020 Marketing Society awards. Super chuffed to also be shortlisted in the Brand Development category, with work for one of the loveliest clients we've had the pleasure of working with. Fingers' crossed...!

It's important to us to support a cause that's close to each team member's heart. Why? Because we believe that all businesses have the capacity to do good while making a profit. As an example, 39steps is an avid supporter of locally-based Kids Love Clothes - a tiny, entirely volunteer-led charity that provides clothes to thousands of local children in Edinburgh and the Lothians, every year.

**Our purpose is to make a positive impact
On ours, and our clients' bottom line
Through excellent work
Created by an engaged, talented and curious team,
In a sparky and friendly environment,
That enables us to help our community the best way we can.**

If you align with this purpose, we'd love to hear from you. If not, then no need to read any further!

We're a key team of 4, with the core sets of marketing, brand, web and design. We work with key associates on related services, such as planning, photography, copywriting, research and analysis, and videography.

We have a fantastic workshop space for clients and regular team collaborations, and team members are welcome to pop in to work there whenever they like. We all meet regularly as nothing beats a good old chinwag in person now and again.

Team member mental and physical well-being is super important to us and we want all our team members to have the flexibility to build a good life around being as productive as possible. We're now using remote working as the norm, combined with regular get-togethers in our Morningside studio. We've daily check-ins to talk through what's happening, with everyone given a voice. Our approach is pragmatic and non-hierarchical – everyone's opinion is valuable.

Our client base is pretty varied, covering private and charity sectors including organisations working in property, construction, funeral, utilities, consultancy, recruitment and tourism. As our client's external marketing department, we get involved in all manner of marketing, brand and web projects, and get a real kick out of seeing a client's business flourish with our help.

Straightforward is what we like and one of the reasons our clients like working with us. No marketing flim-flam here!



About you:

So, these are the essentials for what we're looking for. You...

Attributes

- o are a problem-solver and a self-starter
- o are warm yet assertive
- o LOVE marketing
- o are conscientious and results driven
- o driven by the idea of making big impacts by collaborating in a small team,
- o manage your time effectively

Skills and mindset

- o are commercially savvy, from a project and business point of view
- o are an excellent communicator - both internally and externally
- o get a kick out of looking at, analysing and explaining data in easy terms
- o are comfy with managing ours, and client's social media campaigns
- o know how to leverage SEO and manage our partner experts
- o are a stickler for excellent grammar

Experience

- o have 5+ years work experience, including 3+ years at a creative agency (or similar)
- o have a proven track record in managing successful inbound digital campaigns

Desirables

- o expertise with HubSpot
- o are familiar with Teamwork

The important job bits

- o full-time permanent position, flexi hours
- o primarily remote working, although some travel will be expected from time to time
- o salary £28k - £35k pa
- o 28 days holiday a year ...and your birthday off (happy birthday!)
- o take advantage of the Cycle to Work and Childcare voucher schemes
- o Marketing Society membership to support ongoing personal development and networking

So, if you like the cut of our jib, then please email your CV and a note, saying why you'd like to be considered to join Team39, to hello@39steps.co.uk by Noon on Friday, 26 June 2020.

