

Account Manager



We are Arkyard, a digital marketing agency supporting the charity and non-profit sector. We help our clients navigate the complex and evolving digital landscape to bring their mission to life and make potential possible. We're located in Littlehampton on the south coast & our services include website optimisation, creative services, paid media & more.

About The Role

We are seeking a highly organised Account Manager to join our growing team. This is a new role within our organization, offering a unique opportunity to make a significant impact and contribute to our growth. As an Account Manager, you will be responsible for ensuring the successful delivery of projects and campaigns for a portfolio of clients. The successful candidate will need to be adaptable and embrace the challenges and opportunities that come with working in a dynamic setting of a start-up.

Key Responsibilities

- Project manage client accounts, overseeing the delivery of projects and campaigns to ensure they are completed on time and within budget.
- Establish an integrated roadmap of activity for each client, taking into account their specific objectives and requirements.
- Gain a deep understanding of client business objectives and how our work contributes to their success. Use this knowledge to provide strategic recommendations and improve campaign effectiveness.
- Build and nurture positive relationships with clients, acting as their primary point of contact. Understand their needs, address concerns, and proactively identify opportunities for growth and upselling
- Develop an in-depth understanding of the services provided by Arkyard, enabling you to make informed recommendations on campaign improvements and suggest new service lines for consideration.

- Brief internal teams on client requirements and manage project delivery, ensuring that work is completed to the highest standard.
- Allocate and manage capacity for internal teams, optimising resource allocation and ensuring efficient project execution.
- Maintain a balance between customer orientation and a results-driven approach, striving to exceed client expectations while achieving business objectives.
- Coordinate with external parties such as designers, videographers, charity partners, and other stakeholders to ensure the timely delivery of work and maintain smooth project workflows.
- Contribute to new business initiatives, including proposal development, client presentations, and supporting the sales team in acquiring new accounts.
- Collaborate with the team in developing and refining processes, workflows, and best practices to enhance operational efficiency and deliver high-quality work.
- Embrace the start-up environment and actively contribute to the growth and success of the agency.

Attributes & Requirements

This role is for you if;

- You're a super organised individual with previous project management experience preferably in the marketing/digital sector.
- You have a well-rounded digital marketing skillset with a solid understanding of various digital marketing channels, including search, social media, web, and more.
- You have previous agency or equivalent marketing client-side experience.
- You're a strategic thinker who is not afraid to challenge ideas and ask "why" to ensure the best outcomes for clients.
- You're an excellent communicator internally and externally, with the ability to articulate ideas, present recommendations, and build strong relationships.
- You're an excellent multitasker who can thrive in a fast-paced agency environment and manage multiple projects simultaneously.
- You have some experience working with project management and resourcing tools.
- You're a positive and energetic individual who adds enthusiasm and fosters a collaborative atmosphere within the team.
- You have some experience or understanding of working within the Christian or charity sector or a genuine desire to make a positive impact through our work.



Contract Details

- Full-time **37.5 hours per week** (part-time considered)
- Salary: **£30-35k per year**
- 25 days holiday (+ bank holidays)
- This is a hybrid role, with the ability to come into the office preferred, but remote work will also be considered
- The candidate will be expected to come into the office a minimum of once per month.
- Various company benefits like flexible working, early finishes etc.
- Start date: ASAP

Interested? We would love to hear from you!

Please email **harrison@arkyard.com**