



Senior Account Manager (Brand and Digital)

Kaizen is a creative agency in Belfast, Northern Ireland specialising in brand identity, graphic design, digital & print. We use creativity and experience to create excellent brand experiences, better digital pathways for your customers and impactful print campaigns. We work with brands that want results, from global giants to passionate start-ups.

Due to continued growth, we are looking for a motivated, highly organised and communicative Senior Account Manager to join our client services team.

Your primary responsibility will be managing and growing our brand and digital accounts, by responding to their enquiries, meeting specific requests, and maintaining regular communication throughout each project lifecycle. You will also be expected to handle new brand and digital enquiries and identify any new opportunities for the business. This will involve confidently pitching and presenting to clients.

You will mainly be working on our branding, graphic design and digital projects; developing creative and digital briefs, monitoring project deadlines, tracking account growth, and ensuring that all project deliverables reach the client on time.

This is a highly collaborative role, as you will communicate not only with our clients but also with the Head of Design, Head of Digital, Head of Client Services and other members of our creative and digital teams to deliver projects on time and within budget.

To excel in this role, you need to possess strong communication and interpersonal skills, as well as the ability to tackle several creative projects simultaneously. Project management experience skills are a must in this position. You are also expected to possess excellent time-management skills to thrive in a fast-paced, dynamic work environment.

Responsibilities

- Understand our clients' creative and digital business needs and develop effective solutions
- Meet client requests and identify crucial opportunities for client growth
- Build, maintain, and foster long-term relationships with clients (new and existing)
- Create account project briefs and communicate client demands to the creative and digital teams
- Manage multiple creative and digital projects throughout their life cycles and provide clients with detailed weekly/monthly/quarterly reports
- Assist teams to deliver our creative and digital projects on time and within the specified budget

Essential Requirements

- 4+ years of proven creative agency experience
- Strong Communication and Negotiating Skills
- Ability to confidently present and pitch creative proposals to clients
- High levels of organisation and time-management skills
- Ability to work in a fast-paced agency environment, managing several projects at any one given time
- Proven Project Management experience within a creative agency environment

Desirable:

- Undergraduate or master's degree in marketing, Communications or Business
- Experience of working on website projects, including working with project managers, web designers and developers
- Print knowledge
- Tender Writing Experience

Benefits

- Mileage
- Free parking
- Healthcare benefits upon completion of probation period
- Well-being programme
- Professional, organised and innovation led work environment.

Salary:

Commensurate with Experience

Process

Please submit your CV and provide an outline of how you feel you meet the criteria to hr@wearekaizen.co before Friday 10th May