

JOB DESCRIPTION

Job Title: Account Director

Reporting to: Operations Director

Responsible for: Managing Zesty Client Services team and responsible for management of client relationships. Ensuring that Zesty client requirements are scoped and delivered effectively, using available project management and account management resources. Managing operating margin across the project delivery cycle. Maximising long-term value from client engagements through strategic relationship management.

Main duties of the role are to:

- Manage and develop a team of account managers and project managers, including conducting reviews and personal development planning.
- Alongside other Heads of Department, take an active role in the Zesty Management team.
- Build and cultivate relationships with new and existing Zesty clients.
- Set, review and maintain exceptional standards of quality of project delivery for all Zesty clients.
- Personally oversee key client proposals and account management activity where required.
- Provide strategic direction to clients.
- Mentor, review and develop client team members in order to meet customer need and quality expectations.
- Manage margins on projects to ensure profitable delivery against client budget.
- Contribute to documents, proposals and presentations for prospective Simply Zesty clients.
- Represent Zesty at industry events and assist in building the profile of the business through proactive commercial activity.
- Perform other duties as directed.

Personnel Specification

Experience:

- Relevant experience working at Account Director or Head of Client Services level or equivalent essential.
- Experience of proactively growing and developing client accounts essential.
- Experience of managing client projects, from briefing through to delivery and reporting essential.
- Experience of developing effective working relationships internally and externally essential.
- Demonstrable experience in web technologies desirable.
- Experience of using and knowledge of content management solutions desirable.
- Good applied knowledge of formal project management methodologies desirable.

Aptitudes:

- A proactive self-starter
- High degree of commitment, initiative and perseverance
- Flexible and resourceful
- Customer focused
- Team player
- Excellent verbal and written communication skills.
- Excellent organisational and time management skills
- Excellent presentation skills
- Excellent IT skills
- Ability to multi-task and proactively manage internal and external priorities
- Great communication skills and an ability to understand and unpick client requirements and turn those into briefs for designers and developers.
- Accurate and detail focused
- Ability to meet deadlines and deliver results under pressure
- Good problem solving and analytical skills
- Prepared to work outside normal office hours as required
- Clean, current driving licence and access to a car (This criterion will be waived in the case of an individual where disability prohibits, but who is able to demonstrate the effectiveness of alternative transport arrangements.)