



Account Manager

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| Department: | Client Services |
| Contract type: | Full / Part time |
| Contract hours: | 37 hours per week (Monday-Friday) |
| Reports to: | Account Director |
| Salary: | £32,000 - £36,000pa |

The Role

Open's Project Managers play a vital role in ensuring that the work our client asks us to do is delivered to the highest quality, on time and within budget.

You will manage a range of different projects - from large integrated on and offline campaigns to rapid delivery sprints.

You'll be responsible for working closely with Open's Client Services team to ensure that the new projects they bring in are properly priced and scheduled.

You'll ensure that Open's Planning and Creative teams have what they need - whether it be briefs, time, supporting information or client contact - to deliver great work.

Once live you'll manage projects to ensure all key stakeholders are informed and involved at key points whilst managing and reporting on time and costs.

As a key player in Open's relationship with our charity partners, you'll also develop an understanding of their needs and requirements and support our Client Services team in progressing opportunities where appropriate.

As a Project Manager, you will be responsible for managing projects of varying complexity and reporting on the progress of yours and your team's work to your line manager.

The Person

This role requires an enthusiastic, process-driven individual. Your attention to detail is second-to-none, and you will be adept at tracking and maximising costs, resources and external partners, balancing these with quality control.

You will share Open's passion for making the world a better place. Having some experience of working in a fundraising role and understanding charity fundraising would be helpful, but not essential.

You'll be able to apply your emotional intelligence to help achieve the delivery of great work, on time and on budget by understanding the importance of maintaining good relationships - with both internal and external stakeholders.

Key Accountabilities / Responsibilities (not exhaustive):

- Deliver projects on time and in budget
- Work with Client Services to produce a robust scope of work for all of your projects
- Control project costs, time, resources and partner requirements to ensure optimal results and profitability
- Accountable for the quality control process on your projects
- Contribute to the ongoing development of Open's network of delivery partners and freelancers
- Support on pitches as required

Skills Attribute and Experiences

- Project management experience within a creative or marketing agency
- Management of integrated campaigns, digital advertising creative and email programmes
- Demonstrate knowledge of project management tools such as Basecamp, Trello and Slack
- Be organised, proactive and calm under pressure
- Be a wizard at multitasking
- Have superb attention to detail
- Possess excellent interpersonal and team-building skills