



Account Manager – Job Specification

Job Title

Account Manager

Reports To

Head of Development

Overview

Becoming an Account Manager at Angel presents an incredibly exciting and rewarding opportunity to manage campaigns for some of the largest, most reputable charities and organisations in the UK!

You'll be the client's primary point of contact at Angel and therefore be responsible for building strong working relationships with the clients Angel works in partnership with, ensuring we deliver best in class service, quality & results.

You don't need to be an account management expert or have years of experience to apply for the role – we will provide full training and support to the right candidate, and you'll join a supportive, friendly team of four other Account Managers who will help you find your feet in your new role.

All our Account Managers and almost all of our Senior Management Team started off life at Angel as Agents, so we firmly believe in giving people an opportunity who show the right attitude and we're really proud to encourage progression from within.

To put it simply – we're looking for someone dynamic, professional and ambitious to take on an exciting new challenge.

Salary – To be agreed.

Working hours – Monday to Friday 8am-5pm (extra hours may required depending on business need)

Responsibilities and Duties

- Issuing reports each day/week to your clients detailing the results we have achieved and how well we are performing against key targets.
- Engaging with clients and internal teams to ensure Angel is delivering the best possible service and achieving the strongest possible results on all campaigns – always looking to spot trends, analyse performance and drive improvements wherever possible.
- Presenting results, service levels and key points of feedback in both face-to-face and teleconference meetings.
- Responding to client queries and finding solutions to problems in a way which has both the client's and company's best interests at heart. You'll need to be able to think on your feet.
- 'Project managing' the set-up of new campaigns – you'll take what will effectively start as a plan or an idea to being a campaign which Agents are working on 'live' in the Call Centre.
- Listening to call recordings to get first-hand feedback on your campaigns to understand what's working, what isn't and what we can do to encourage continuous improvements.
- Pro-actively presenting new opportunities and ideas to your clients to encourage them to grow the amount of business/campaigns they run with Angel.

You will be required to undertake such duties and responsibilities as may be determined by the Company from time to time, according to the needs of the Company's business, including but not limited to those set out in this document. The Company reserves the right to vary your duties and responsibilities, and update this job description/person specification, at any time and may require you to undertake additional or other duties as are necessary to meet the needs of the business.