



Client Services Manager, The Tab

An exciting and challenging opportunity to lead client management and campaign delivery at one of the UK's most successful digital media startups, delivering market-leading creative student marketing campaigns for top brands and graduate employers.

General information

Location: Bethnal Green, London
 Package: Competitive

Reporting to: Chief Operating Officer

The Tab is hiring a Client Services Manager to join our UK commercial team, with responsibility for managing the Client Services team. You will lead client management of all advertising partners and manage delivery of all campaigns consisting of market-leading branded content, social, display and experiential activations. We're looking for a relationship-building, solution-finding, problem-solving, data-driven team player, with a positive mindset and experience developing great relationships with clients.

The Tab is the voice of students and the UK's largest and most influential student media brand. Our network of more than 2,000 student journalists is managed by full-time editors in our London HQ, and publishes stories and videos which reach and influence more than 3m UK students every month.

We are the UK's #1 student marketing partner for top brands and graduate employers, and one of the leading branded content publishers in the country. We have worked on creative student marketing campaigns with brands such as Natwest, ASOS, EY, JPMorgan, Bloomberg, Apple Music, Spotify, Lidl, H&M, Amazon and Accessorize.

If you are interested in this role, please contact Charlie Gardiner-Hill (charlie@thetab.com).

Responsibilities

- Lead and be accountable for post-sale client management and campaign delivery, working closely with partnerships (sales) and creative teams
- Manage the Client Services team; help individuals to learn new skills, develop professionally and effectively manage the clients and campaigns they are responsible for
- Manage and continuously look for opportunities to improve best practice, processes and systems on Client Services, and across the Commercial team

What you will be judged on

- Your ability to solve problems with pragmatic, often improvised, solutions which maximise the client's ROI, best utilise our resources, and maximise our revenue/profit
- Timely and efficient delivery of campaigns
- The quality of client feedback we receive, and the level of trust we develop in client relationships

Requirements

- 2-5 years experience managing client relationships and delivering digital advertising campaigns at a digital media company/media agency/advertising agency
- Specific experience of some content marketing/branded content (preferred)
- High level of competency working with some or all of the following: Excel, Google Sheets, Keynote, Powerpoint, Google Analytics, FB Ads

- A passion for and strong understanding of digital media, marketing and advertising
- The attitude, drive and flexibility to work in a challenging role in a fast-changing start-up environment
- BA or BSC degree

Strengths

- You work fast
- You are an excellent problem-solver
- You make consistently good decisions without excessive agonising
- You are driven, enthusiastic and resilient
- You build strong and trusted relationships with clients and colleagues
- You are a clear and positive communicator, and you work well as part of a team
- You take feedback well and you are always eager to learn

If you are interested in this role, please email your CV to Charlie Gardiner-Hill (charlie@thetab.com).

About Tab Media

Tab Media is the publisher of The Tab and babe, and is backed by investors such as Rupert Murdoch's News UK and Balderton Capital (Europe's largest VC firm). Our offices are based in London and New York.