



Senior Account Manager

Company: Bespoke-ly & Not Another Bill

Location: Ladbroke Grove, London, UK

Reports to: Head of Sales

Why You'll Love Working with Us

We design and manufacture unique product-led experiences for forward-thinking brands. We work with a range of companies from small boutiques to larger brands such as Spotify, Google, Netflix and Instagram. We provide unique solutions to our customers, providing the full end-to-end service, from unrivalled product ideation and creation through to fulfilment and global delivery and, ultimately, create impactful and distinctive branded experiences that help brands communicate with their clients and staff. We see ourselves very much at the forefront of this.

What we're looking for..

We're looking for a Senior Account Manager to join our Corporate team and drive revenue growth by winning business with both existing and new clients. You will have your own book of clients in a dedicated vertical in which to build and develop. Your primary focus will be Netflix for which you will be the primary contact and responsible for cultivating a strong and trusting client-agency relationship. You will also have regular collaboration with our creative, sourcing, production, and logistics teams to ensure that every project creates an everlasting impact.

This is a hands-on role that requires excellent account management skills. The role is client facing and demands commercial problem solving, strong negotiation, planning and communication skills.



A day in your life!

- Work with the Head of Sales to build ambitious yet achievable sales targets each year.
- Be the driver of revenue growth on all of your accounts. Seeking out leads, closing deals, re-engaging with lapsed customers and winning new opportunities.
- Develop and drive the commercial plan for the Netflix account that includes margin maintenance, forecasting, quarterly business reviews, new product pitching, seasonal pitching, budget tracking and regular wash-ups.
- Drive new business opportunities through outbound approach and networking.
- Develop existing business through relationship nurturing and proactively pitching new concepts and opportunities.
- Work across a variety of industries but focus on your own vertical and build expertise in your dedicated space.
- Be accountable for your client's projects: from briefing in concept decks, estimating product costs, tracking budgets, managing client expectations and overseeing the project lifecycle.
- Projects may range from size and creativity, from very small quick orders to larger bespoke creations. You will be responsible for managing all the work streams and briefing in the relevant teams to produce the final deliverable(s).
- Understanding of scope and awareness of status of all live briefs and efficient team resourcing including task prioritisation.
- Work in a commercial team of Account Managers and collaborate on aspects of the accounts you work on together.
- Work effectively and efficiently with internal teams such as Creative, Purchasing, Production, Finance and Logistics.
- Be the go-to person for all status-related information and remain diligent and on top of progress.
- Answer briefs and inbound sales inquiries with consistent communication and a proactive approach.



- Be confident and comfortable communicating effectively with a range of personalities.
- Use your experience & knowledge to be a key decision maker on projects and offer valuable experience and insight during early concept work.
- Consistently inspire colleagues with concepts/ideas/technologies that can also be considered to enhance our work.
- Extensive use of our CRM tool (Hubspot) and our inventory tool (Unleashed).
- Executing the requirements of Unleashed with knowledge and accuracy; ensuring quotes, sales orders and invoices are updated and exact.

About you..

- We're looking for candidates with experience in managing high profile accounts for creative / experiential / production agencies. You will have strong commercial acumen as well as a keen creative eye. You will be dynamic and energetic with a sales and 'people' driven approach. Confident, practical and demonstrating a good understanding of consumer markets. You'll be great at working within a team and have a 'hands-on' and 'can do' attitude, particularly when working to tight project deadlines. You'll be ambitious and be looking to grow in the role, building towards more senior positions in time.

What We Offer

- **Dynamic Environment:** Engage with a creative and vibrant team that challenges and inspires you.
- **Career Growth:** Opportunities to advance to more senior roles within the company.
- **Comprehensive Benefits:** Enjoy a range of perks including generous holiday allowance, team events, and wellness benefits.



Contract

- Full time, 40 hours per week*, Monday - Friday

** Please note, this is a full-time role based in our Ladbroke Grove office, with the option to work one day a week from home*

Salary

- **Salary:** £45,000 - £55,000, based on experience
- **Bonus:** Eligibility for a performance-based bonus incentive, subject to meeting specific targets and company performance.

Benefits

- 🌴 25 days annual leave + bank holidays
- 💰 Nest Pension
- 🏠 One day per week working from home
- 🌐 Two weeks remote work per year
- 🎮 Team Socials
- 🛍️ Employee Discount
- 🍏 Vitality Membership
- 🎨 Art Pass
- 🎂 Birthday Leave
- 🔍 Finder's Fee
- 🚲 Green Commute Cycle Initiative
- 🌳 CycleSaver
- ⛴️ Sabbatical Leave
- 👶 Enhanced Parental Leave