



burrows

ACCOUNT DIRECTOR

Highly competitive salary + paid overtime + benefits

Working with a portfolio of high profile and new accounts, develop strong long term relationships to fully understand project requirements and develop potential new opportunities

We are proud of our impressive client list which includes a number of prestigious brands, with a committed Client Operations Team. It's a challenging, yet highly rewarding environment with a fun and creative core.

We are looking for an Account Director to take on this dynamic role within our business. It requires the successful candidate to be able to get under the skin of the clients' products and their requirements, and demonstrate first-class communication skills to take strategic ownership of the account. You will be overseeing a range of new projects, coordinating with internal teams across the project life. We're looking for someone who ideally has experience in account handling, is digital-savvy, and is confident in managing client relationships proactively.

Why Burrows?

We're one of the UK's leading through-the-line creative marketing companies, an integral part of the Y&R/Wunderman worldwide partnership and a WPP Company.

As an accredited Investors in People Company, we believe in promoting the professional and personal development of our people.

We offer highly competitive salaries and a generous benefits package, including private health insurance. We believe in a healthy work/life balance.

The hours for the role are 37 per week Monday to Friday. Sometimes you may be required to do overtime, which will be paid.

You'll be working at our head office, a two-minute walk from Shenfield railway station, and less than 30 minutes by rail from central London. (Away from the madding crowd, but still close enough to get into it!)

To apply for this opportunity or to request a full job description, please forward your CV with a covering letter, noting your current remuneration package to:

**Human Resources, Burrows, The Burrows Building,
5 Rayleigh Road, Shenfield, Brentwood, Essex CM13 1AB.**

Tel: 01277 246666 Fax: 01277 246778.

email: burrows.careers@burrows.yr.com

web: www.burrows.info

Please note that due to the volume of emails and applications we receive on a daily basis we are unable to respond to everyone and therefore only successful applicants will be contacted.



JOB OVERVIEW

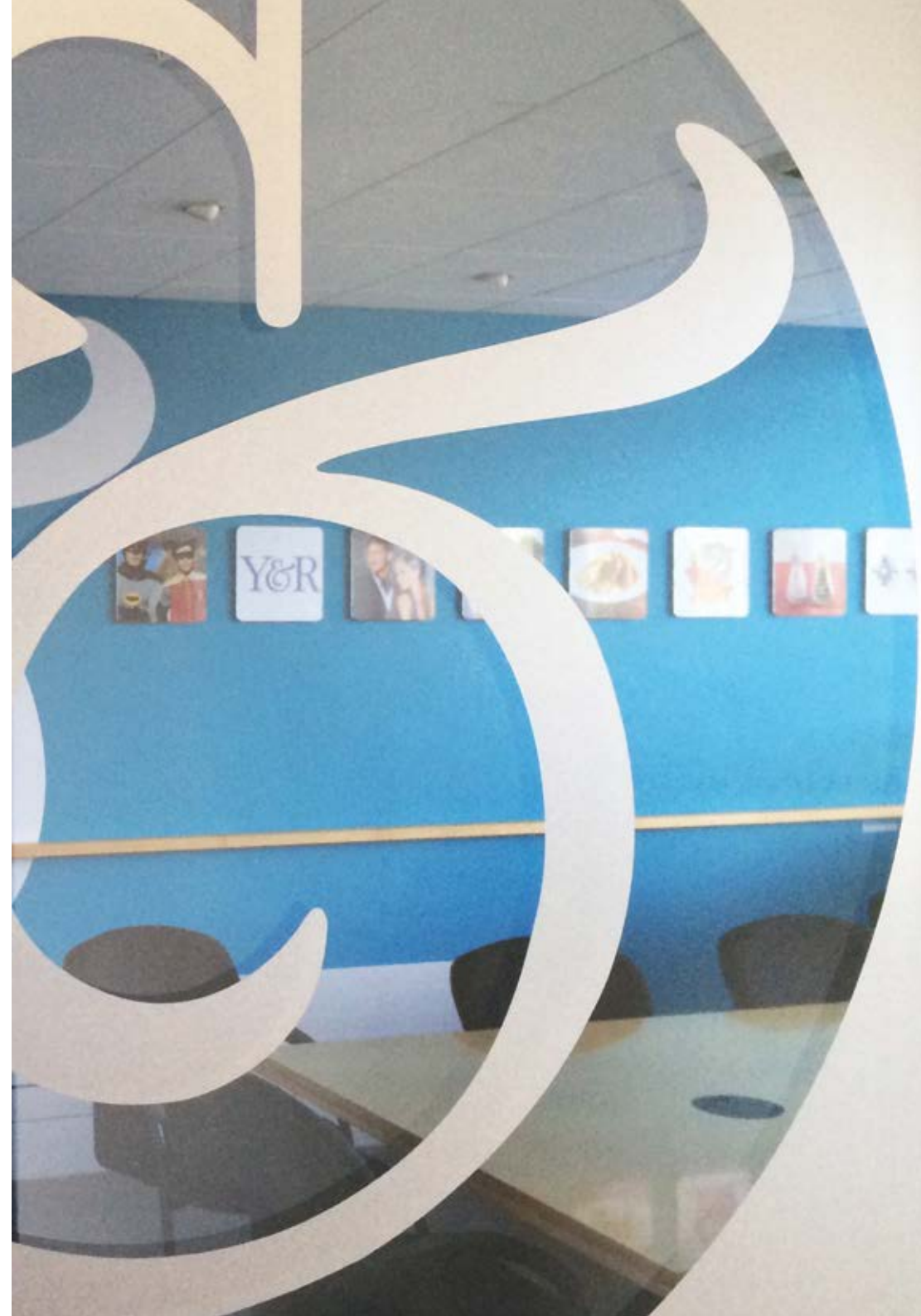
Provide strategic direction and new business development for assigned clients with the overall aim to run projects on time, brief and budget, plus maximise customer satisfaction and revenues.

Key Responsibilities

- Provide strategic thinking and direction by demonstrating ability to fully understand and implement the client's requirements both short and long term. Be proactive in client approach and add value in all aspects of project delivery
- Identify and develop new business opportunities in order to continually grow client accounts
- Lead and motivate a team ensuring the highest overall client satisfaction and quality are maintained and exceeded
- Liaise and collaborate closely with operational teams across all business areas including CGI, Digital, Creative Print Production and Data, to ensure we always deliver to brief, on time, and on budget
- Ensure accurate and efficient delivery of operating procedures in areas such as;
 - Brief creation
 - Meeting planning and reporting
 - Internal communications
 - Forecasting
 - Billing
 - Hours utilisation
 - SOX compliance
 - Team reviews and appraisals
- Undertake 'Issue Escalation' communications with clients
- Ensure 'Completion of the Circle' in terms of communications both internally and externally
- Work collaboratively with colleagues to constantly develop and deliver initiatives which surprise and delight the client with added value propositions, and by going above and beyond the brief
- When necessary assume the responsibilities of an Account Manger/Senior Account Manager on projects
- Attend 'At Risk' meetings and undertake assigned actions
- Provide ad hoc support to Head of Operations

Other

The successful candidate will also be required to carry out any reasonable duties identified by their line manager or team leader as well as a duty to positively represent Burrows to our customers and suppliers. There will also be the need to comply with our ISO standards and fully participate in our company's performance management and development programmes, as well as working in accordance to our Human Resource policies and procedures.





SPEC & COMPETENCIES

	ESSENTIAL	DESIRABLE
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> Dynamic, creative and motivated with a flexible attitude towards work Confident and persuasive manner Strategic thinker Excellent organisational and time management skills Process driven with a keen eye for detail Client-focused, good at building a rapport with senior stakeholders Able to provide constructive feedback Team player who works well with other operational departments Able to adapt to changing deadlines and briefs Ability to predict and solve issues to client's satisfaction Good understanding of when to escalate issues to management Able to work within multiple teams in different contexts Confident presenter to clients and colleagues alike 	
EXPERIENCE AND KNOWLEDGE	<ul style="list-style-type: none"> Experience of digital and printed media Previous work in an agency or client marketing department Experience of managing budgets and reporting on their status Previous work in an agency or client marketing department Proven administration and organisational skills Experience of writing creative briefs and liaising with creative teams Can provide documentation to agreed project scope and deliverables Excellent financial acumen in managing budgets and forecasting revenue 	
QUALIFICATIONS	<ul style="list-style-type: none"> Minimum GCSE standard English/Maths Degree qualified (ideally in marketing, communications, digital media or business studies) PC literate, including MS Office 	
CIRCUMSTANCES	<ul style="list-style-type: none"> Able to work overtime as and when required, sometimes at short notice Valid Driving Licence 	