

Account Manager

Senior Account Manager Job Specification

About Us

08.09.2023

Como is forward thinking creative technology studio founded in early 2020 on a combined 30 plus years of experience that specialise in interactive brand experiences for real estate sales and marketing. We are passionate about improving and enhancing consumer purchasing experiences across various sectors of the industry. Our key areas of focus are in Augmented Reality, Real Time 3D Apps, Interactive Touch Tables & Media Walls and 3D for Web.

In 2022 we also launched our sister brand, MagicHatch, which represents our interests in additional sectors outside of real estate.

We are based in Clerkenwell, London but have a flexible working policy to allow working remotely.

About You

You have proven creative or technology agency experience in property and architectural sectors.

You are a passionate and proactive individual.

You will have a wide range of design influence and enjoy innovation in all that you do.

You will be driven to push best in class and comfortable to share and drive new ideas.

You truly understand what it means to provide a amazing service to clients.

You are excited with the opportunity of helping grow a creative studio.

The Role

We are looking for a skilled and highly motivated account manager.

You will have worked in a creative, design or technology focused environment, and have past experience managing real estate client accounts.

Run and lead on projects end to end, communicating with both clients and project teams to ensure best in class delivery, client experience and that projects are delivered on budget and to brief.

You will be the key point of contact between clients and project team.

You will lead design reviews of projects with clients.

Build and maintain solid client relationships through service led account management.

It is a collaborative role where you will deal with all members of the team and involved in the whole business. From client accounts, client services, marketing and new business, with the core focus on managing project success, and creatively influencing studio output.

Collaboration on studio pitches and proposals.

You will be able to communicate clearly and openly with clients and internally with the business directors. You will need to be very comfortable communicating at C Suite level.

Proactively collaborate with teammates and communicate with project stakeholders to ensure project efforts proceed with efficiency and predictability.

Ensure relevant client stakeholders' concerns are identified, considered, and enacted during production of projects.

Help the studio deliver projects against line items set out at proposal stage and that any additions are accounted for.

Take an active role in the general day to day creative and commercial performance of the business, in close liaison with the founding directors.

Occasional international travel will be required on a project by project basis.

Job Specification Continued

Specific Skills

Min 3 years experience in the creative, design or tech sector, servicing the property industry is a minimum requirement

Additional experience in other sectors such as travel & tourism, education, advertising or brand partnerships is an added benefit and would be viewed favourably.

Strong people person.

Proven experience managing multiple project / client accounts.

Proven experience and track record of account growth.

Proven experience in the creative, design and / or tech sector.

Entrepreneurial and a proactive attitude to work.

Experience working closely with creative teams and taking an active role directing projects from inception to completion.

Strong understanding of brand experience, digital marketing and aligning creative output with clients commercial needs.

What We Offer

Salary DOE

33 Days holiday (Inc public holidays).

Pension scheme.

A fun, friendly, collaborative studio.

Regular team events, lunches, drinks.

Opportunity to work on a wide range of projects across various industries, UK & International.

Based in our London studio, with a flexible working from home policy.

Our Studio

We are trusted to deliver

With trust from our clients and across our studio, we explore with freedom and deliver with confidence.

We innovate with purpose

Curiosity drives us to push ourselves, technology and our clients to produce outstanding solutions and reach new levels.

We focus on service

Understanding how people truly engage with content, we are passionate about improving and enhancing consumer experiences.

We collaborate for success

Working closely with clients and third parties, we are there for every crucial decision - and offer support long after a project has finished.

We work with integrity

Every piece of advise we offer, decision we make, and experience we deliver is backed by the strongest principles and highest standards.

To Apply

Let's meet for a coffee to discuss our studio in more depth and learn about you.

coffee@como.london

Links:

<https://como.london/>

<https://magic-hatch.com/>