



Client Service Team: Account Manager (FTC 12 months)

Salary: £35-42k

Location: Hockley Heath, near Birmingham.

Hybrid, remote and flexible working considered.

The Marketing Pod (Pod for short) is a B2B specialist marketing agency. We're based just outside Birmingham in the green and pleasant lands of the Umberslade Estate. A cheerful and supportive team of 40, each with our own specialisms, we are now looking for an Account Manager for 12 months for maternity cover.

The person we are seeking will be interested in B2B tech or clean energy, keen to work for a business that takes its ethical and environmental responsibilities seriously, and passionate about making a positive difference. They will love working as a member of a team but will be proactive, ambitious, self-motivated and able to prioritise a busy workload. If this sounds like you, what are you waiting for?

Pod is committed to building a diverse team. We believe that different perspectives make us better at what we do, and we encourage applications from talented individuals from all backgrounds, ethnicities, abilities and neurotypes. We also encourage you to get in touch with any additional needs you may have during the interview process, so we can support you to have a smooth experience.

The role

The role will be based at our office on Pound House Lane, Solihull, B94 5DF, with hybrid working available. Monthly attendance at Pod HQ is required as a minimum and client on-site visits are part of all our roles. For those living nearby we'd love to see you in the office once or twice a week, but increased flexibility is available depending on circumstances.

Pod's Client Service Team is the engine room of the business, acting as the key link between what clients aspire to achieve and the work that needs to be done to achieve it. This is a highly organised, personable team with a generous sprinkling of strategic creativity.

Account Managers at Pod lead on some accounts and support Account Directors with others. Portfolios are built around individual interests and subject matter expertise.

Role responsibilities in detail:

- Embodying the Pod values
- Ensuring the smooth delivery of client marketing activity including:
 - gathering and understanding client needs
 - working with our Centres of Excellence to develop a tailored approach
 - creating delivery plans (inc timelines / critical paths)
 - briefing back to the client and briefing delivery teams
 - managing deliverables
 - quality control
 - effective reporting
 - acting as day-to-day contact for client and providing timely updates
 - creating and managing WIP documents
 - budget management
- Ensuring clients receive best practice advice and recommendations by staying abreast of key client industries and topical news agendas as well as the latest marketing trends, and by having a full awareness of creative processes and techniques.

- Communicating professionally and clearly to all stakeholders - internally and externally - with a focus on:
 - timely and purposeful communications
 - articulate and reassuring updates (we don't do waffle)
 - building great relationships
 - Working with senior team members to set and achieve growth targets via excellent client plans.
 - Running face-to-face meetings and regular account reviews with key clients, presenting results, improvements and proactive ideas.
 - Ensuring an attitude of continuous development, seeking out and acting on feedback.
 - Following relevant processes to ensure the smooth running of the agency.
 - Supporting business development through new account identification and acquisition as required.
 - Ensuring financial information is updated regularly.
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Person specification

Here's what we're looking for from you:

- Motivated, passionate and determined
- Collaborative and helpful
- Keen to learn and grow
- Able to receive and act on feedback
- Environmentally and ethically conscious
- Willing to proactively support Pod's contribution to the UN's Sustainable Development Goals (SDGs).

Skills and experience

- An understanding of marketing, all disciplines: from strategy to tactics
- >4 years marketing experience
- >3 years experience in professional client relationship management

- Excellent interpersonal, time management and communication skills
- Excellent written and oral communication skills
- Effective team management capabilities, engendering Pod's values
- A keen attention to detail
- A self-confessed 'geek' who is excited by the latest marketing and account management trends
- Someone willing to learn and continuously develop as techniques and requirements advance and change.

Bonus knowledge and experience

- B2B marketing experience
 - Experience of Monday.com and Harvest
 - Energy, utilities or regulated services marketing experience
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Benefits

Here's what you can expect from us*:

- Ethical pension scheme
- Trained mental health first aiders
- Flexible working: core hours 10am-4pm
- Training programme
- 25 days annual leave (FTE) plus office closure between Christmas and New Year.

If the role becomes full time we also offer

- Private healthcare
- Annual training budget
- Cycle to work scheme
- Electric vehicle (EV) salary sacrifice scheme.

**Benefits begin after the agreed probationary period is successfully completed.*

How to apply

Please supply a CV and a cover letter. In your letter, we'd love to hear a little about why you are interested in working for Pod and what qualities you would bring to our team.

Want to find out more about life as a Podster? [Visit our careers page.](#)