

Client Manager

Introducing our agency...

Episode Two is a well-established creative agency based between Bristol and Bath who specialise in branding and packaging design, working with some of the country's best-known brands!

Following a major rebrand and a new vision, we are looking to build our team through the development of the next generation of talent that will grow with us as we transition into the next chapter in our own brands journey.

Check us out at episodetwo.co.uk

About the role...

We're looking for an enthusiastic, confident, self-motivated Client Manager to join the team supporting one of our flagship clients, managing a portfolio of creative and artwork projects. Joining a close knit, high functioning team, you will be able to showcase your client service skillset alongside a passion for delivering great work.

You will play a key part in the client management team who will plan and deliver on branded packaging and artwork roll out.

Your focus will be on proving exceptional client servicing skills, project management and delivery expertise, whilst ensuring our work consistently meets or exceeds expectations and delivers the best financial returns for our business.

At Episode Two we offer Hybrid working, which for us is 3-4 days working in the studio and 1-2 days of working from home. It's all about choosing the best place to be for you, your team, your manager and the business to deliver the best results on any given working day.

What you will do at Episode Two.

- Take ownership of and manage client projects from conception through to delivery, on time, on budget and on brand, managing expectations of all parties throughout.
- Discuss new projects, take accurate and detailed briefs, assess and understand the client's needs and requirements.
- Liaise with scheduling to plan, allocate and book adequate internal and/or external resource to complete the project and meet deadlines.
- Take part in the presentation of creative work, driving a shared creative ambition with clients from the outset of a project.

- Build productive professional relationships with clients and agency partners at a similar level.
- Demonstrate 360 stakeholder management, understanding and addressing the interests of all parties, internal and external.
- Understand the importance of strategy in the delivery of effective brand communications and creative ideas.
- Demonstrate an awareness of the client's business objectives and an understanding of how individual projects fit into the overall client strategy.

What skills you will need to succeed.

- Ideally you will be an experienced Client/Account Manager, with proven client development skills and a passion for delivering great work, looking for a new challenge within a great agency.
- Agency experience, in a similar role, preferably within the design or creative industry and be competent and confident in acting as the conduit between the client and the agency.
- Exceptional project management skills, you'll need to be experienced at managing projects end to end.
- You will be the 'go-to' point of reference across each project you manage, reporting into the Head of client management.
- A strong willingness to learn, a passion for delivering great work and for putting the client at the heart of everything you do.
- The ability to take the initiative, generate ideas, proactively seek out opportunities and add value.
- A cool head and meticulous attention to detail, even when working under pressure.
- Strong organisation skills and the ability to manage, prioritise and juggle multiple projects efficiently and effectively.
- Excellent interpersonal and communication skills, written and verbal in digital and physical environments.
- You'll be a self-starter and team player who is solution oriented and knows how to 'get stuff done'.
- A calm and consistent manner when plans change, with the ability to think on your feet.
- The ability to look beyond the immediate day-to-day and identify potential issues and solutions.
- Ability to engage with senior stakeholders on both the client and agency side and build trusted relationships.

A little bit about Episode Two.

Episode Two is a well-established yet young and vibrant creative agency that's all about the people the place and the passion. Where changing perceptions start with 'WOW'!

We specialise in creating and evolving brands to better connect with their audience by putting consumers at the heart of the brand story to maximise audience appeal and build stronger emotional connections.

Our approach to brand identity, packaging design and shopper marketing ensures consumers say 'WOW' when they see our clients' brands on-pack, in-store and online.

We're people, people with values drive us to do better together, in everything we do. These are the three things that matter most to us.

CHAMPION CREATIVITY

Our amazingly talented team, together with our tried and tested process, ensure we answer the brief and push the limits of creativity with every project.

READY FOR THE CHALLENGE

We always go the extra mile to deliver above and beyond expectations and strive to overcome obstacles with a smile on our faces.

RELATIONSHIPS MATTER

We value great chemistry, so listen carefully, talk honestly and act inclusively. Bringing out the best in others and building successful partnerships that last.

Why should you work for Episode Two.

If you're looking for a thriving career in the creative industry with the chance to learn from passionate, talented colleagues and mentors, then this is the place.

To work and be part of an exciting and growing creative studio environment, where being an integral member of a small, close nit and sociable team means your voice matters allowing you to shape your role and your growth within the business. We offer an exciting and varied range of client work, from household brand names to quirky new start-ups, with as much opportunity as you can handle.

And if that's not enough... then here's a snapshot of just some of the benefits you can enjoy as part of the team.

- 23 days holiday, including Christmas Closure
- Birthday and Bank holidays off
- Hybrid working and flexible hours
- Life Insurance Scheme
- Contributory Pension Scheme

- Income Protection Scheme
- Additional holiday every 2 years
- Monthly Social and Culture building

One last thing... You'll need to drive as our studio is in the countryside! Fitting with our changing perceptions mindset - it's a beautiful, tranquil place on the outside and a vibrant, creative space on the inside!

Episode Two Ltd

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