



*Taking your business places*

Role	Account Manager
Reporting to	Account Director
Hours	Full time, permanent, flexible & remote working available Competitive salary, workplace pension scheme

## Account Manager with First Event

With several new client wins, we are recruiting for an Account Manager to join our First Event family!

First Event is a UK leading Event Company that helps teams create incredible events around the globe. This is a great chance with lots of opportunity to help provide further development to a company, which has shown excellent rates of growth over the past few years. In response to the global pandemic, First Event has expanded its offering in innovative online event solutions, including the development of a new Virtual Events department, to deal with demand.

Our Account Managers have our mission statement at the forefront of their mind and act as the representative for our clients, working hard to maintain all aspects of their client account to ensure success. This is a fast-paced role which will have lots of opportunity for learning and development. We are looking for somebody who can add value and contribute to the continued success and growth of the business by continually seeking and suggesting improved ways of working.

## Main duties and responsibilities

- Proactively manage all aspects of our client accounts and exceed expectations at every step of the way.
- Manage the day to day project deliverables, providing a high standard of client service at all times.
- Identify and drive new business development opportunities within our accounts.
- Create innovative solutions & new business proposals to exceed your clients brief and their expectations. Attending and being a part of the sales pitch to bring the proposal to life and win the business!
- Profitably manage all financial aspects of our accounts to meet pre-agreed targets and operate within budget.
- Build strong relationships with our suppliers and partners to ensure the best possible experience and value for money for our clients.
- Provide effective leadership and direction to those reporting to you on a project, sharing knowledge and insight along the way.
- Be an impactful deputy for the team in the absence of the Senior Operation team members.
- Be a "Best Practice Ambassador" by helping to implement and follow streamlined, quality practices.



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## Qualities, skills and experience

- Possess strong project management skills.
- Demonstrate great written and verbal communication skills.
- A team player with the ability to communicate to all members of the team and across departments.
- Natural flair for providing excellent customer service.
- Comfortable in communicating and building relationships at all levels.
- Possess the ability to rise to the challenge of working in a busy, fast-paced environment, dealing with multiple tasks and deadlines on a daily/ weekly basis.
- Competent with IT packages and able to learn in house systems.
- Organisation skills and attention to detail are a must!
- Excellent written and verbal communications skills.
- A creative thinker with a positive can do attitude.
- **Demonstrate a solid understanding of Virtual Events, Incentives & Conferences both UK and Overseas.**

## Who we're looking for.

Our First Event Family is a close-knit community dedicated to providing our clients with a seamless service to help them to meet their goals and objectives.

Our events, marketing, design, finance, sales, proposals and flight departments work closely together to create bespoke events that exceed client expectations. We love that our vibrant team is made up of so many different personalities, but our company values sum up the kind of people we're looking for:

### **Passion | Trust | Unity | Honesty | Commitment | Fun!**

These are the values that bring everyone at First Event together, making us a force to be reckoned with, and helping us to deliver the outstanding events we are recognised for.

### **We are a friendly bunch who work hard whilst having loads of fun along the way! Fancy finding out more?**

Please email a copy of your CV and cover letter to [careers@firstevent.co.uk](mailto:careers@firstevent.co.uk)

We will be reviewing applications across the week commencing 4<sup>th</sup> January 2021 but may close this vacancy earlier.

No agencies please.