



Taking your business places

Role	Digital Account Manager (Virtual Events)
Reporting to	Head of Virtual (Virtual Events)
Salary	Up to £30,000 depending upon experience
Hours	Full time, permanent, flexible & remote working available Healthcare scheme, workplace pension scheme

Digital Account Manager with First Event

Our Digital team is growing, along with several new client wins, we are recruiting for a Digital 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 Digital 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 aspects of our digital client accounts and exceed expectations at every step of the way.
- Be an advocate for all things Digital by promoting our full virtual offering to drive the Digital agenda.
- Working closely with the Design, Web and Operations departments.
- 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.
- 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.



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- Be an impactful deputy for the team in the absence of the Senior Digital team members.
- Be a “Best Practice Ambassador” by helping to implement and follow streamlined, quality practices.

Qualities, skills and experience

- A Digital native who has experience in using collaborative team management systems such as Trello, Slack, WordPress and webinar/virtual event management systems would be highly desirable.
- Possess strong project management skills.
- Solid technical background.
- A team player with the ability to communicate to all members of the team and across departments.
- Natural flair for providing excellent customer service.
- 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.
- Excellent written and verbal communications skills. Fluent in English – any other languages would be appreciated!

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, digital, 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

No agencies please.