



ACCOUNT MANAGER

Who we are

I-AM is a multi-discipline design agency and brand experience consultancy. We create exciting new brands and breathe new life into existing ones. We work across a number of industry sectors, ranging from banks and restaurants to any nature of consumer-facing brands where customer experience is king. We use people as our inspiration: what motivates and inspires them - and what merely tells and informs. What can turn them from passive bystanders to committed brand advocates? We try harder to understand how people think, act, react and buy. We use that understanding to provide genuine insight and inspiration, so that we can forge better and more meaningful connections between consumers and brands.

The Role

We are looking for an experienced Account Manager in search of a new role, ideally with 3-4 years' experience. You would be joining our Client Service team to work across some of our most exciting brands, and through a range of disciplines.

Who you are

Ambitious, curious, intelligent, with a huge can-do attitude and a way with people. You'll need to be able to think on your feet, be professional and always be willing to step up to the challenge. We're a team and there is nothing more important than working together. You need to be happy to work across numerous sectors simultaneously and have a strong attention to detail to ensure we deliver a high-quality service to all our clients. Ideally you will have proven experience in the creative sector specifically working on branding, customer experience, and interior design based projects.

Key responsibilities / skills:

- Ensure that our clients projects are running on time, on brief and on budget
- Be the point of contact for the client and the studio across all day to day activities
- Be responsible for financial reporting and actions across your own jobs
- Work with the Client Services Director on proposals for existing and new business clients
- Form and craft the strategic direction of your clients' projects
- Set up, direction and facilitation of project workshops with varying objectives and methods
- Think strategically and pro-actively about the development of your clients as well as meeting your clients needs
- You must be an excellent communicator with the confidence and knowledge to make sound decisions for clients
- The ability to be a confident team leader with a level head in a busy team
- A keen awareness of relevant trends within the industry

What is it like to work at I-AM?

We have an open plan studio in the heart of Shoreditch, which has a relaxed, and friendly atmosphere. We are an ambitious agency, always listening to new ideas and pushing ourselves further, but with the confidence of having been around for 20 years. There is always an excuse for a gathering and because of this the teams play hard and work hard together. **If you are ambitious, passionate and a team player then we'd love to hear from you; come and help us deliver for our clients and be a part of what makes us, I-AM.**

How to apply

Please send your CV and cover letter to Rachael Crabtree at Rachael@i-amonline.com