

## Account Manager

### Role Overview

Account Handlers are responsible for handling customer enquiries, orders, and accounts on a day-to-day basis. You will be the first point of contact for clients and enquiries working across the Event Production Services teams. In this client focused role, you will represent the values of the organisation in all your interactions with customers, building relationships whilst maintaining the profitability and cost control of your accounts.

### Responsibilities of the Role

- Liaison with clients through all means of communication, face to face, phone, video or email etc
- Attend meetings, pitches, site visits etc.
- Obtain an understanding of client's needs, aspirations and requirements (the brief)
- Translate the brief into a commercial quote that can be delivered as an event solution by the delivery team.
- Working with the PM team to design & Cost solutions and communicate these designs to clients
- Work with scenic and creative team to produce designs and solutions that meet clients brief and quotes.
- Be responsible for all quoting, invoicing and financial aspects of the event solution, ensuring profitability and commercial success etc.
- Ensure that the event delivery team are supported and have all the information needed for a successful event.
- Build and foster understanding of clients and wider account implications, working in partnership to forge long term relationships.
- Work as part of the wider Event Production Services department as part of a supportive team of professionals.

### Skills & Experience

- Previous knowledge of event equipment and working on events.
- Previous experience in a fast-paced administrative role
- Financial acumen, budget setting and working to targets
- Understanding the responsibility of an Account Manager in ensuring the profitability of event delivery.
- General understanding or awareness of other areas of the business and impact of your role e.g. transport, finance, operations
- Proven IT skills, including use of Microsoft Office (Word, Excel, Access applications and PowerPoint).

### The Person

- Ability to interact effectively at all levels, relating to others and working as a member of a team
- Very strong attention to detail and accuracy
- Deadline conscious- organised, with the ability to prioritise and multi-task, managing a challenging workload to meet strict deadlines
- Willing and flexible approach, with the ability to work on own initiative
- Time management and planning skills, forward thinking and able to add value.

### Key Policies and Core Values;

- To work alongside the members of other teams and communicate effectively
- To learn about the company and its activities in order to understand and deal with the customers
- Maintain SFL Group confidentiality at all times
- To represent the company in a courteous and appropriate manner in all circumstances
- To carry out your duties and responsibilities in a manner that reflects the Core Values of the business at all times

**Hours:** Full time (contracted to 40 hours per week), Monday to Friday. But as part of the events industry, we are subject to abnormal working hours. The Event Production Services team must be flexible around these hours for specific projects and/or client meetings

**Holiday:** 28 days (including Bank Holidays)

**Location:** based at Unit 5, Headley Park 10, Woodley, RG5 4SW, with a hybrid of office and home working

**Salary:** £40,000 - £55,000