

## **Role Profile**

# Account Manager

### **Overview**

Good Growth is one of the fastest growing e-commerce consulting businesses in the UK. Using science, we put the customer at the heart of decision making for some of the world's leading brands. Based in Exeter, with satellite offices in London and New York, we provide our services across a range of sectors. Our work is global with clients based in the UK, USA, Middle East and Australia.

Current clients include boohoo, WH Smith, ITV, Channel 4, Pets at Home, New Look, SuperDry, Kraft Heinz, Wickes, Twinings and more!

### **Job purpose**

The primary focus of this role is to provide consulting delivery support to a portfolio of client engagements, working across a number of client accounts. The role will work closely with our wider Consulting team who are responsible for maintaining long-term and highly valued stakeholder relationships and responding to client commercial challenges. The role will ensure cross-team collaboration to solve these challenges and bring in expert resources from across the Good Growth team to help drive the maximum value for our clients and for our business.

### **Key accountabilities**

- Operate as a key point of contact and administration for both our clients and our Consultants, managing project stakeholders efficiently and effectively
- Manage activity for each allocated client in line with agreed objectives, ensuring all outputs are delivered on time and to the highest possible standards
- Ensure that the delivery of services address customer objectives whilst seeking out opportunities to create added value
- Establish and maintain a thorough understanding of each client's business
- Identify, manage and report on client delivery risks and escalate where required in line with the Client Success Team processes
- Collaborate with the Insight & Analytics team to ensure the best possible client outcomes and returns, whilst ensuring maximum value for our business, and support the continuous improvement of new products and processes
- Manage communication of performance to clients through update calls and reports, documenting key actions and ensuring deadlines are met

## What are we looking for

The role would suit a graduate or someone with degree level education with 2-3 years of experience in account management or project management, looking to pursue a career in digital and data. Essential qualities for a successful candidate are;

- Experience of managing multiple projects at the same time
- A positive can-do attitude
- An excellent communicator that can build great relationships with others
- Knowing the importance of accuracy and has high standards in their work and an excellent attention to detail
- Able to work to set deadlines and flag potential problems or delays early
- Strong written communication skills and confident with numbers
- Able to work well independently as well as with a team
- A keen interest in websites and consumer behaviours
- Enjoyment of delivering outstanding work to senior stakeholders in global organisations

Like many businesses we are currently working remotely so you will need to be comfortable working alone. However, our head office in Exeter is partially open and when possible, we expect the successful candidate to spend time there. There will be support available from your manager and others on the phone and through video call but you'll need to be able to self-start and be willing to ask for help.

## What we can offer you

Line management by one of our experienced consultants who will be responsible for your professional and personal development and providing the training that you need to understand our products and services and help develop the skills you need to thrive.

Become part of an exciting team comprising engineers, scientists, mathematicians, commercial leaders and more who are leaders in their field and will help build your knowledge of digital, data and innovation.

The opportunity to be hands-on with client engagements for a range of household brands in the UK and internationally.

The home working set up you need which could include a desk if you need it, appropriate work chair, a company computer and mobile phone.

A generous 25 days of annual leave, plus bank holidays.

Company events such as quizzes and social gatherings (in person where possible!)

A positive working environment that encourages you to be curious, develop your knowledge and continuously learn from world-leading experts in their field.

For more information and to apply for this role please email [pc@goodgrowth.co.uk](mailto:pc@goodgrowth.co.uk)