

JOB DESCRIPTION

ROLE: CLIENT MANAGER

LOCATION: LONDON

SALARY: £35,000 - £40,000



ABOUT US_

At Talon, we provide our clients with world class service, technology, and collaboration to create exceptional OOH campaigns that deliver measurable results.

In our first 10 years, our desire to offer intelligent, creative, technology-led OOH solutions and a full-service OOH offering saw us grow into a team of over 230 people located in key cities across the globe.

We're passionate about OOH and are on a mission to drive the growth of this sector within the media industry – changing perceptions of it as a legacy medium to one that is highly effective, creative, sustainable, and measurable for our clients.

OUR VALUES AND HOW WE WORK TOGETHER_

WE ARE BOLD_	WE ARE HUMAN_	WE ARE SMART_
<p>As industry provocateurs and pioneers, we respectfully challenge the status quo, take pride in our people, big ideas and partnerships</p> <ul style="list-style-type: none">• We embrace change• We challenge respectfully• We lead the way	<p>We are a diverse collective of changemakers who value respect, fairness, and integrity and expect the same in return</p> <ul style="list-style-type: none">• We value collaboration and togetherness• We are empathetic• We embrace individuality	<p>Our trailblazing spirit and learning centric culture ensures our knowledge provides maximum value to each other and our clients</p> <ul style="list-style-type: none">• We grow and learn• We are trusted• We are mission possible

THE ROLE_

Being the gatekeeper and servicing clients through implementational planning, being client facing and working with relevant teams to deliver the best possible outcome for their clients. Managing workloads, understanding and communicating Talon initiatives, having good industry knowledge, working across relevant client accounts and supporting the team are all key aspects of this role – alongside the management and development of the Account Executive within the team.

RESPONSIBILITIES AND RELATIONSHIPS_

- Leading on the servicing of a portfolio of clients across a range of agencies
- Managing campaigns from start to finish, including planning, buying & delivery
- Take responsibility for the day-to-day management of the client team to ensure they are effectively servicing clients and are proactively contributing to growing client and agency business
- Have a thorough understanding of the strategy and objectives of your main accounts and use this knowledge to add value
- Take the lead on resolving client/campaign issues as and when they arise alongside assisting/coaching your team in resolving their issues
- Develop and manage the Talon relationship with agency, client and media owner contacts
- Work with the Business Director and Client Director to set individual client KPIs and ensure they are met
- Ensure you and the team are utilising in-house systems on a regular basis ensuring they are kept up to date with all the latest planning information and campaign status
- Work with the Business Director to provide accurate client forecasts ensuring they are kept up to date with key changes to forecasted business

Talon is an equal opportunities employer. We celebrate diversity and are committed to creating an inclusive environment where all individuals can thrive. We seek to employ and develop a workforce representative of the markets that we serve and brands that we represent.

TALON_
Think outside

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- Oversee and manage the Account Executive (where applicable) by setting clear KPIs and having regular check-in meetings to encourage and continue their development.

WORKING HABITS AND CORE SKILLS_

- Budget management
- Project management skills
- People management
- Organisational planning
- Strategic capability
- Commercially aware
- Solution finding
- Industry knowledge
- Able to work as part of a team
- Organised
- Enthusiast and driven

YOUR EXPERIENCE AND QUALIFICATIONS_

- UK OOH planning experience and/or extensive Comms planning experience – working on clients that spend significantly in OOH
- Experience of working in data focussed roles
- First class relationship management skills with the ability to communicate across all levels both internally and externally
- Strong commercial acumen with the confidence to apply this within your work
- Ability to manage people and motivate them to bring out their full potential

BENEFITS INCLUDE

Pension	Enhanced maternity/paternity/shared parental pay
Life Assurance	25 days annual leave, increasing every year by 1 day up to a maximum of 30 days
Permanent Health Insurance	Birthday Leave
Private Medical and Dental cover	Voluntary/Charity leave
Access to private GP appointments	Feel Good Allowance
Smarter Working (hybrid working, flexible working hours, work from anywhere for 2 weeks of the year and an early Friday finish!)	Summer Fridays
Eye Care Vouchers	Monthly Massages
Season Ticket Loan	Cycle to Work Scheme
Home set up allowance	Training allowance