

ABOUT US

Talon was established in 2012 with the ambition to create a global Out of Home (OOH) agency providing uncompromised advice and service for our clients. Today we are a high growth independent full service OOH agency with a team of over 150 people globally.

Together we are dedicated to driving client value through a combination of teamwork, expertise, creativity, data and proprietary technology. We are agile and entrepreneurial our simple philosophy enables us to deliver outstanding work: **Smarter as Standard**

There's never been a more exciting time to be involved with OOH and we're excited about the next chapter.

OUR VALUES AND HOW WE WORK TOGETHER

WE ARE BOLD	WE ARE HUMAN	WE ARE SMART
We think big, we innovate and respectfully challenge the status quo, we take pride in ourselves, our work and our partnerships	We are a diverse collective of real, genuine individuals who value respect, fairness, and integrity and expect the same in return	Our entrepreneurial spirit and learning centric culture ensures our knowledge provides maximum value to each other and our clients
• We Embrace change • We Challenge respectfully • We Lead the way	• We value collaboration and togetherness • We are empathetic • We embrace individuality	• 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
- 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 and an early Friday finish!)	Free Fitness Classes
Eye Care Vouchers	Monthly Massages
Season Ticket Loan	Cycle to Work Scheme



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.