

## 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"><li>• We embrace change</li><li>• We challenge respectfully</li><li>• We lead the way</li></ul>	<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"><li>• We value collaboration and togetherness</li><li>• We are empathetic</li><li>• We embrace individuality</li></ul>	<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"><li>• We grow and learn</li><li>• We are trusted</li><li>• We are mission possible</li></ul>

### 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 Plexus 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\_

As a Client Manager within the Talon International team, your core responsibilities are to:

- Demonstrate a good knowledge of the International OOH media landscape
- Understand international markets key challenges and best practices
- Develop strong relationships main OOH media owners in the EMEA region. Additional markets relationships are preferable
- Be familiar with the strategy & objectives of your main accounts
- Pro-actively contribute to growing the client & agency business
- Understand the commercial requirements of the business and work with the Client Director and Client Services Director to maximise efficiency
- Take responsibility of coordinating your campaigns from start to finish
- Utilise in house systems on a regular basis ensuring they are kept up to date with all the latest planning information and campaign status
- Manage the relationship and communication across your account portfolio so all relevant team members are kept abreast of all developments
- Establish a regular dialogue with relevant agency personnel and develop strong relationships

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.

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- Contribute to the training and development of executives within your team and the wider company and look at new ways of servicing the needs of clients and agencies within the portfolio
- Prepare post campaign analysis and present quarterly updates and new insights
- Develop and grow industry knowledge through attendance of internal and external training programmes
- Have a thorough understanding and utilise all tools and systems, e.g. Forwardkeys, GWI, Statista. Ensure Executive is utilising tools and help to train them where applicable
- Understand Talon International philosophy and SBU's offerings and communicate them appropriately

## WORKING HABITS AND CORE SKILLS\_

Type of technical, specialised, professional skills or personal attributes that are required to achieve the key outputs above. Some examples are:

- Provides direction, coaches, and supports team
- Fresh thinking, spots new opportunities
- Presents themselves with authority and instils confidence
- Thinks beyond the problem and makes informed decisions
- Proactive with customer's and suppliers' business; ensures a high standard of team output, can multi-task and always ensures attention to detail.
- Shares knowledge and looks to further personal development
- Budget management
- Project management skills
- 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\_

- Experience in working in a Client Manager role
- Relevant experience working on multi market campaigns across multiple environments
- Experience of building strong relationships with clients
- 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
- Microsoft office skills.



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### 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

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Season Ticket Loan

Cycle to Work Scheme

Home set up allowance

Training allowance

### WORKING HABITS AND CORE SKILLS\_

- XX
- XX

### YOUR EXPERIENCE AND QUALIFICATIONS\_

- XX



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