JOB DESCRIPTION

ROLE: Client Manager, Evolve
LOCATION: London

GROW

ABOUT US_

At Talon, our mission is to unlock the full potential of out of home, making it more effective, creative, measurable and sustainable than ever.

We're passionate about OOH and are on a mission to drive the growth of this sector within the media industry. In just over a decade, our desire to offer intelligent, creative, technology-led OOH solutions and a full-service OOH offering saw us grow into a team of over 450+ people located in key cities across the globe. In that time, we have been awarded for our approach to our people, our clients and our industry. We hire the finest talent to help us unlock the full potential of the Out of Home (OOH) environment for our clients; and pride ourselves on the individuals who represent our business.

Evolve OOH is part of the Talon Group and is a global outdoor media agency whose vision is to evolve the OOH medium through pioneering, results driven tools, team experience on a global scale, and a passion for creativity.

OUR VALUES AND HOW WE WORK TOGETHER_

WE ARE BOLD_	WE ARE HUMAN_	WE ARE SMART_
As industry provocateurs and pioneers, we respectfully challenge the status quo, take pride in our people, big ideas and partnerships	We are a diverse collective of changemakers who value respect, fairness, and integrity and expect the same in return	Our trailblazing 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

ROLE SUMMARY_

As Client Manager you will have direct management over the Client Executive, whilst reporting to the Client Director. You will be leading the day-to-day planning of a retained luxury brand client account, supporting them with efficiencies whilst planning their OOH campaigns.

RESPONSIBILITIES AND RELATIONSHIPS_

- Lead the day-to-day planning of a luxury brand account.
- Manage the creation of rationale decks in response to briefs and direct the Exec's execution of these.
- Understand the strategy and objectives of this key account, using knowledge and experience to add value.
- Build and develop OOH relationships with media owners and suppliers and monitor ongoing activities with them.
- Manage multiple plans in multiple markets concurrently.
- Communicate accurate planning information and campaign statuses to the client and to senior internal stakeholders, clearly and promptly.
- Compile and maintain accurate budgets and forecasts for senior management.
- Negotiate contracts and close agreements to maximise profit.
- Resolve client and campaign issues quickly, as and when they arise.
- Help build, maintain and utilise planning tools; ensuring all data and information is up to date.

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

TALON_
Think outside

- Coach and supervise the Exec in all aspects of their work.

WORKING HABITS AND CORE SKILLS_

💥 **Bold Skills**

- **Fearless prioritiser** – You don't just manage a to-do list, you *own* it.
- **Proactive problem-solver** – You spot issues before they become problems.
- **Confident communicator** – Whether it's a boardroom or a quick Teams message, you speak with clarity and purpose.
- **Decisive under pressure** – You stay cool, calm, and collected when things get busy.

🤝 **Human Skills**

- **Empathy in action** – You understand people, not just processes.
- **Relationship builder** – You're the friendly face and trusted go-to for colleagues and clients alike.
- **Discreet and dependable** – You handle sensitive information with care and integrity.
- **Team player with heart** – You lift others up and celebrate shared wins.

🧠 **Smart Skills**

- **Digitally savvy** – You're fluent in Outlook, Teams, Excel, and whatever else keeps the day running.
- **Organisational ninja** – You juggle calendars, travel, and tasks like a pro.
- **Detail-obsessed** – Nothing gets past you. Ever.
- **Strategic thinker** – You don't just do the task—you understand the *why* behind it.

YOUR EXPERIENCE AND QUALIFICATIONS_

- Extensive UK and International OOH planning experience and market knowledge, locally and globally.
- Exceptional commercial acumen.
- First class relationship management skills; with the ability to communicate across all levels, both internally and externally.
- Second language advantageous.
- Strong people management skills and the ability to maximise a team's potential through ongoing motivation, evaluation and development.

BENEFITS INCLUDE

25 days annual leave, increasing every year by 1 day up to a maximum of 30 days	Enhanced maternity/paternity/shared parental pay depending on length of service
Life Assurance	AVIVA company pension scheme. Talon will contribute 6% of your basic salary, providing you contribute 6%
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
Flexible Bank Holidays	Access to the Calm app

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