

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.

Plexus is Talon Outdoor Global OOH Network created in response to the changing OOH landscape affecting cities, populations, and digital environments. The network's central planning team is based in London as a centre of OOH excellence. Plexus transfer Talon's Smarter as Standard philosophy to a global level, reflecting international clients' increasing expectation for smarter Out of Home solutions across different environments around the world.

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
<ul style="list-style-type: none">• We Embrace change• We Challenge respectfully• We Lead the way	<ul style="list-style-type: none">• We value collaboration and togetherness• We are empathetic• We embrace individuality	<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 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 an International Client Manager within the Plexus 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



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- Establish a regular dialogue with relevant agency personnel and develop strong relationships
- 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 Plexus 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
- The ability to speak business proficient Spanish (desirable)
- Microsoft office skills.



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JOB DESCRIPTION

ROLE: International Client Manager

LOCATION: London (Hybrid)



SALARY:

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



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