

# Creative Concern Account Manager



Job description and person specification

Any questions or queries please get in touch with  
Faith - [faith@creativeconcern.com](mailto:faith@creativeconcern.com)

**Creative Concern.**  
Work that matters.

**Job description**

Good ideas need  
a great agency

# Job description



**Job title:** Account Manager

**Team:** Client Advocacy

**Reports to:** Head of Client Advocacy

**Staff management responsibility:** None

**Key working relationships:**

Account Directors and Senior Account Managers

Content team: Copywriter

Design team: Head of Design, Design Director, Designers

Digital team: Head of Digital, Developer

Film team: Head of Film, filmmakers and producers

**Purpose of the post:**

To deliver communications projects on behalf of Creative Concern's clients, utilising project management and communications skills and working with more senior colleagues to help plan and implement campaigns and activity.

**Key responsibilities:**

To manage jobs for clients, including the management of budgets and deadlines, ensuring clients' needs are met and projects are delivered profitably.

To brief and manage projects including copywriting and content, design, film, animation, digital, events and strategic communications.

To help deliver social media and digital content, support with the management of client social media channels and websites.

To work with Account Directors, Senior Account Managers and clients to define strategic communications needs and objectives.

To work with other members of the Creative Concern team to help deliver clients' communications programmes and projects.

To brief and support our in-house teams and external suppliers if required.

To support the acquisition of new business in partnership with the line manager and within the wider business objectives of Creative Concern to agreed targets as set by your line manager.



# Job description

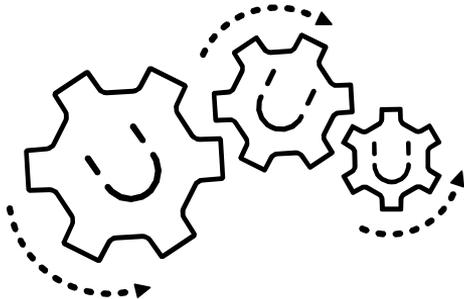
## **Other responsibilities:**

To provide the Business Management Team with accurate and timely reports and information as required.

To raise invoices for work completed each month, working with the Business Manager.

To undertake additional actions and duties as deemed fit by the line manager and/or senior management team.

To undertake training and career development as required with the support of the line manager.



Person specification

Never curb  
your enthusiasm

# Person specification

## Essential

You'll have worked in a communication / marketing environment for at least two years (in-house or at an agency)

You'll be comfortable managing small projects and delivering to a fixed schedule and budget

You'll have some experience developing written and visual content for social media online and email marketing campaigns

You'll be familiar with design and print projects

You'll be self motivated and able to work independently

You'll have experience of working in a team

You'll be computer literate, and know your way round all Microsoft packages and GoogleDrive

## Desirable

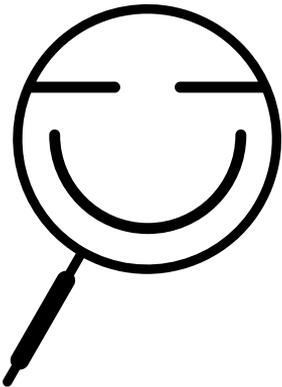
Experience of working on digital, social media and PR projects

Experience of working in Canva

Experience of working with email marketing products (such as MailChimp)

Experience of working in, or with, a wider project team including designers, copywriters, PR professionals and digital professionals

Experience of project planning, including scheduling activity, creating budgets



A little about us...

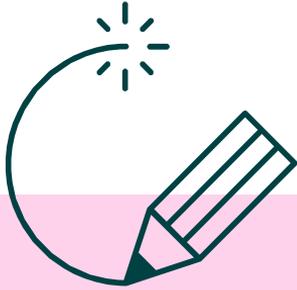
Beauty or brains  
pick two



**At Creative Concern  
we harness the power  
of communications as  
a force for good.**

**We create brands and  
campaigns that matter.**

## About us



### **Our mission**

To create work that makes a difference and has a positive impact on the world.



### **What we want to be known for?**

Communications that lift the spirits and changes hearts and minds.

# 22 years, 100s of clients across public, private and charity sectors



## We offer...



**Copywriting  
& content**



**Campaigns  
& advertising**



**Digital  
marketing**



**Web &  
interactive**



**PR &  
social**



**Film &  
animation**



**Design &  
branding**



**Research  
& strategy**

## Our team

We're an agency of optimistic realists.

People who are passionate about using our skills as a force for good.

We are proud to call our clients, our collaborators.

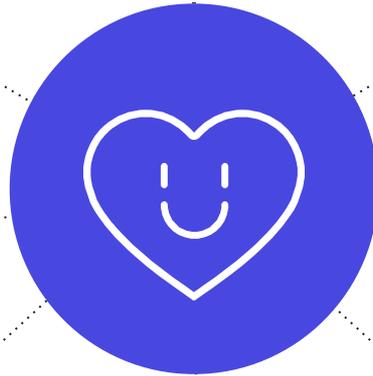
And yes, this is really us!



## Our impacts and commitments

Damn right  
we give  
a damn

# Social value



Part of international  
responsible  
communications  
network

Skill shares and  
mentoring programme

Focus on  
accessibility

Living wage employer  
and signatory of  
Manchester's Good  
Employment Charter.

Supporting causes

Team volunteering

On a journey  
to net zero

# Our impact

We aim to minimise our environmental impact through good management and by adopting business best practice and greener alternatives wherever possible, throughout our operations.

Here are just a few of the things we are doing to reduce our environmental impact:

We offset our residual carbon emissions through the **Ecologi** platform.

We have a trusted partnership with **Faelix** web hosting, a local web hosting company with strong environmental credentials

We buy our energy from a green supplier – **Good Energy**.

We have even developed our own standards for sustainable design and production. We call it **Design for Life**.

We have full office recycling through **Emerge Recycling**.

We actively **reduce the environmental impact** of the products we produce for our clients.

We have introduced **low energy lighting** to our office environment and use **100% recycled paper** in our printers and copiers.

Creative Concern is an active supporter of a range of **environmental and ethical causes**. This has included contributing our time and skills on a pro-bono basis for a number of charities and environmental organisations.

We use **public transport or walking/cycling** wherever possible.

**We are a partner business of Ecologi and make a financial contribution to Ecologi every month for each employee.**

Ecologi aims to inspire and empower businesses to accelerate global climate action.

Our carbon reduction dashboard can be seen [here](#).

*Ecologi* | **climate  
positive  
workforce**



1,000 trees funded



1 year of climate action



100 tonnes of CO<sub>2</sub>e avoided

## Company information

**Registered address:**

Creative Concern Ltd.  
Fourth Floor, Fairbairn Building  
72 Sackville Street  
Manchester, M1 3NJ

**Status:**

We are submitting this tender response as a single organisation (Limited Company).

**Living Wage:**

Creative Concern is an accredited Living Wage employer. All project team will be paid above the Living Wage.

