



# Client Experience Partner

**Fancy working in an award-winning agency where you're trusted to crack on with what you're brilliant at?**

A place where the hierarchy is flatter than a pancake, meaning you're empowered to take charge, challenge and bring fresh ideas to the table. An environment where your talents are celebrated and you're supported to add new skills to your toolbox. All wrapped up in a culture that puts your happiness and wellbeing at the top of its agenda.

**Welcome to life at H&H.**



Our passion is fired by the rip-roaring feedback we receive from our clients across the globe.

All of which comes down to our fantastic people – people who every day combine their unique talents to create showstopping creative and strategically sound programmes.

And unlike your 1990s supermodel, it's not cash that has us leaping out of bed in a morning. Though we do have a keen eye on our bottom line and profit share (more on that later). You see, we live and breathe our purpose. And that's what drives us to deliver brilliance every day. Because by creating new possibilities so that others can see what's possible for them, we're positively transforming the way people interact, connect and communicate at work.

With masses of high-profile client wins and more upcoming opportunities than you can shake a stick at, we're looking for seasoned and savvy Client Experience Partners.



## The role

In this important agency role, you'll have complete autonomy of your account portfolio. So, you'll need the confidence and drive to be at the helm of building long-lasting relationships with our key clients – ensuring they're as chuffed with the experience of working with H&H as they are with the results achieved.

Your clients will recognise you as their trusted go-to person who can make life easier for them – taking briefs, getting programmes off the ground, project managing them through to completion, dealing with curveballs and ensuring everything remains firmly on track.

And with full responsibility for mapping out client growth plans, you'll be in the driving seat when it comes to sparking new business across your account portfolio. That means using your in-depth understanding of your clients' businesses to generate opportunities, coordinating responses to new briefs and playing a key role in the pitch process.

# Does the following sound like you?

-  I have significant experience of account management and working in a busy agency or consultancy (preferably in internal communications or employee engagement)
-  You can trust me to manage demanding global accounts because I've a strong track record of doing exactly that
-  My ability to develop brilliant client relations is second to none. I'm a confident and natural communicator, building rapport quickly and easily
-  I'm brilliant at interrogating briefs and unpicking what a client wants and needs – and I'm equally fabulous when it comes to communicating this to my colleagues so that together we smash expectations
-  Setting growth targets, designing account growth plans, keeping on top of project profitability and efficiency and making judicious financial decisions are second nature to me
-  'Meticulous organisation' is my middle name – so you can count on me to confidently plan, co-ordinate and manage numerous projects simultaneously, ensuring they stay on brief and are delivered against agreed timeframes
-  I have the strength to work autonomously and the passion to work collaboratively – either way, I always reach for the highest standards
-  Senior leadership teams don't leave me feeling daunted because I have the tact and credibility to work effectively with all roles and levels within an organisation
-  The way I present ideas and my self-assurance in delivering compelling pitches and proposals will knock your socks off
-  No matter what's thrown my way I always make it happen, and I love the challenge of doing so (it's why I'm known as the tenacious and resourceful one)
-  I'm constantly on the lookout for new opportunities to add value to both client and agency. And if the opportunities aren't apparent, I get a kick out of creating them
-  Hanging around waiting for others to motivate me isn't my bag – I take responsibility for my own happiness and grab the initiative with both hands
-  I'm always trying out new things to grow and learn – it's what feeds my natural curiosity and inspires me to think innovatively

 So, are you ready for a new adventure? Can you demonstrate most or all of the above? Then get in touch. If it works out and we're a great fit, we'll find a package that works for you – which includes some fantastic benefits to boot.

We're totally flexible on where you're based – we have H&Hers stretching all the way from Edinburgh to Kent. But if you're hankering for an office in the post-COVID world, then have we got a treat for you! Our HQ is a grand 18th-Century hall based in East Yorkshire – complete with hybrid work spaces, gym, shiny new kitchen-diner and an ostentation of peacocks on the lawns.

## What to do now?

Shine up your CV and send it to our Jess at [talktous@handhcomms.co.uk](mailto:talktous@handhcomms.co.uk). This could be the best decision you make all year! Salary is on request.