



Client Experience Partner

Imagine working in a place where your individuality is celebrated, your efforts are recognised by everyone, and you feel you're making a real difference every day.

A place where you're positively encouraged and supported to learn and grow. An environment that inspires you to take ownership (because everyone trusts you to do your job brilliantly). And a place that puts fulfilment, happiness and wellbeing at the top of its priority list.

You don't need to imagine.
This is life at H&H.



We are an ambitious and energetic internal communications and employee engagement agency. Our reach extends across the globe, and we partner with some of the world's biggest brands. We're now on the lookout for a superstar client experience maestro.

So, if you are a seasoned and savvy client relationship/project managing ace looking for a new splendiferous team, fabulous, come on in and join us! We need someone right now to join our boutique-style agency. Someone with oodles of experience at building enduring client relationships. Someone who can expertly balance a cacophony of requests in a way that leaves everyone feeling utterly delighted.

As part of a client team, you'll be expertly managing the delivery of a diverse mix of internal communications and employee experience projects. Harmoniously playing your part to ensure our clients love the experience of working with us as much as they love the exceptional outcomes we create together.

This means you're meticulously organised, practical, proactive, positive and have a fair dollop of commercial intelligence. As well as a knack for getting along well with all kinds of folks. It would also be a real advantage if you have experience of thriving in a fast-paced agency.

If you have a solid background in client-facing roles that would really help set you up for success. And whilst not essential, experience in strategic or employee comms would be super useful.



Want to know a bit more about the role?

As a client experience partner, you'll thrive on:



Creating an exceptional client experience by:

- Developing a deep understanding of each client's business, culture and ways of working.
- Seeking regular feedback to ensure we are delighting our clients.
- Keeping clients up to date and connected with regular and personalised communications.



Identifying and developing profitable business opportunities in your client's portfolio by:

- Taking an active role in pitching and winning new client accounts.
- Identifying and sharing business building opportunities.
- Actively expanding our reach by seeking new client introductions.



Delivering on the commercials by:

- Developing strategic and tactical plans to achieve our clients' objectives.
- Preparing project costings.
- Being proactive, ensuring projects are delivered on brief, on budget and on time.



Managing projects meticulously by:

- Keeping client information updated in our systems.
- Continuously seeking new ways to improve processes to deliver client work effectively and efficiently.
- Liaising between prospective clients and H&H teams to create winning pitches.



Being an H&H ambassador by:

- Promoting a client-centric attitude across the agency.
- Role modelling H&H's culture.

What to do now?

So, if you're ready for a new adventure and can demonstrate most or all the above, then get in touch, pop your CV and cover letter over to **Helen at talktous@handhcomms.co.uk** with a little bit more about you and why this role appeals to you. Why do you think you're right for H&H?

If it works out and we're a great fit, then we'll find a package that works for you – a package that includes private healthcare, flexible working, contributory pension, personal development and profit share, to name just a few benefits.

Just so you know: the role is UK based. Our team work a mix of remote and hybrid. We have a gorgeous office near Hull which you can take advantage of if you're local/fancy being around humans. That's also where you'll come to join in our full team get togethers when they happen.

h&h

incite brilliance