



JOB DESCRIPTION

CLIENT LEAD (perm or fixed term contract)

There are exciting times ahead at Taxi Studio. With a suite of diverse, brilliant briefs coming at us from all corners of the planet, we're looking for a permanent or fixed term contract client development superstar, with at least 4+ years client service experience as an established Senior Account Manager (or above) to come along on the journey. Experience in Pharma / Health & Wellness would be an added benefit but is not essential.

The overall purpose of the Client Lead is to maintain and grow outstanding and profitable client relationships by providing professional, planned and responsive account direction that upholds the creative vision of the company.

You are accountable for:

1. **Account ownership** – You are responsible for leading all aspects of your account. This includes; building strong, trusted and persuasive relationships with your clients, proactively managing your forecast, tracking against targets and co-ordinating the efforts of the internal team to ensure that the account produces outstanding brand expression that delights our clients.
2. **Knowing your client's business**- With a deep, strategic understanding of your clients' businesses, brands and people as well as the competitive landscape they operate within, you are able to add value by joining the dots across various client contacts and projects, identifying opportunities for further development.
3. **Client development** – You are responsible for identifying areas for our creative and strategic thinking to add value and converting these opportunities into projects that are both creatively and commercially lucrative. You'll develop a focused annual client development plan for each account (with input from the CD and other Directors), delivering the agreed actions and taking ownership for the client revenue targets agreed for each client with updates presented on a quarterly basis.
4. **Setting up projects for success** - Liaising with your various client contacts you will receive and interrogate briefs, ensure the work is priced effectively and work collaboratively with the Project Leads to brief the creative teams on projects and track development of creative against these briefs ensuring that the integrity of design and creative strategy is upheld throughout.
5. **Effective client communication** – You will demonstrate strong, persuasive and articulate communication skills when discussing all aspects of your account and projects with clients from brand strategy to effective pricing, problem solving and creative delivery.

You will be:

1. **The embodiment of Taxi's values** - fairness, fearlessness & real relationships
2. **An inspiring team player** - collaborative, supportive & nice!
3. **Passionate** about client development and brand expression
4. **Tenacious** – positive, committed, flexible & decisive
5. **Empowering** and patient

You will report directly to the Business Director who will regularly mentor and coach you to improve the quality of your output and thinking.

Could that be you? Well, we're a diverse bunch and that means we're always looking for people to enrich our studio with fresh points of view. So it doesn't really matter if you're a quiet crafter, an off-the-wall thinker or both of the above – as long you're vibrant, ambitious and eager to collaborate then we want to hear from you.

ALLOW US TO INTRODUCE OURSELVES...

At Taxi Studio, producing work that sets the bar ridiculously high is our creative priority. Be that for breakout brands or global giants, every single one of our superstars has a decisive role to play.

People come to us with awesome creative instincts and an enthusiasm to embrace what we're all about. They leave with a bunch of brilliant experiences; confident in the knowledge they've grown ten feet taller and been part of a pretty special culture.

So what's our vibe?

It's the sh*ts and giggles. The home from home. Knowing you've 'got this', but everyone still has your back. Feeling overwhelmingly valued by your team... and all of this is underwritten by 3 core values:

1. Real Relationships – with our people and our clients. We are down to earth and say it as we see it – we value long-term relationships and behave accordingly.
2. Fearlessness – we like to push the boundaries and develop big ideas that transcend specific mediums, blowing our clients' socks off in the process.
3. Fairness – we treat others as we wish to be treated ourselves.

That means that when you work at Taxi Studio you won't just get a competitive remunerative and benefits package – you'll also get to work with people who are as nice and talented as you are.

HOW WE SAY THANKS

It's the people that make the studio, so we make sure we reward ours generously. That means when you work with us, you can expect, but not limited to:

- A competitive salary
- Flexible working options
- 23 days holiday, plus bank holidays, your birthday off, and a Christmas shut down period