

# Account Director

We're looking for a talented and enthusiastic account director to lead our largest loyalty account, delivering a roadmap of exciting digital projects which will shape and evolve the programme whilst driving engagement.

At Rippl we help organisations who want to connect, recognise and motivate their deskless or disconnected teams. We do everything we can to help businesses create engaged workforces and we feel passionately about doing this internally at Rippl, too.

If you favour a company that values innovation, creativity and collaboration, as well as fostering a fabulous and rewarding environment for our team members to flourish, this could be the place for you. And if you can offer the skills and attributes we're looking for, you could be the person for us!

## What you'll be doing in this role

Client services – building and maintaining excellent relationships with your client is a must – we're looking for someone who can strike the right balance of professionalism with fun! Relationships are everything at Rippl and we pride ourselves on our strong and long-lasting client relationships. We need someone who can:

- Be proactive – we want someone driven, who is a self-starter, who likes to get stuff done!
- Provide excellent client experience - from the day to day running of the account, to weekly catch-up sessions to more strategic quarterly meetings - clear on-going communication is vital!
- Be a partner and safe pair of hands for our clients
- Provide a strong management approach and strategic advice
- Be one step ahead of the client at all times, advising of risk associated with any elements, always solutions focused
- Flexible approach and attitude when challenged by clients or situations
- Identify opportunities for growth and generate sales to contribute towards the team and company targets
- Manage client support and maintenance tickets, monitoring status through development and updating clients on any issues.
- Get stuck in and help the teams where possible - this is not a hands-off manager role!

Project Lead– a key part of the role will be leading on our client's digital projects. You will be looking ahead at the upcoming projects -ensuring the business needs are well defined, be heavily involved in scoping the solution with our Product Owner and dev teams and oversee the delivery plan. The role will require you to:

- Identify business problems and challenges and work with the client to develop fully scoped solutions
- Manage the delivery process
- Lead internal teams through the project lifecycle and provide timely communications
- Create accurate documentation outlining the scope and solution
- Have meticulous attention to detail
- Create and manage project timelines
- Manage resource effectively, communicating any change to the planned resource in good time
- Lead and coordinate new business proposals, presenting as part of a team where necessary



## Customers

We're lucky enough to work with some of the UK's leading brands...









Commercial success – a strong commercial awareness is critical. As account director, you will be responsible for scoping and pricing any upcoming work and be accountable for delivering projects profitably. You will:

- Maintain full commercial responsibility and financial accountability for your account
- Oversee project scoping and delivery and invoicing ensuring work is delivered profitably and that the client is happy
- Ensure that you are on track to meet your monthly revenue targets
- Maintain accurate and timely management data on all your accounts

## What you'll need to be successful in this role

- Strong communication, listening and relationship building skills
- Able to demonstrate thorough knowledge of our business as well as our customers'
- A can-do attitude
- Passionate and motivated to meet and exceed both personal and professional targets
- An honest and transparent approach to work and others
- Strong attention to detail
- Analytical skills – being able to read, analyse and understand data
- Organised and calm working in a busy and varied environment
- Understanding of web development processes
- Multi-task across multiple projects
- Solution driven
- Team player

## Experience

- Minimum 7 years' agency background
- Experience working in an agile development environment
- Able to work closely with a development teams to relay client requirements and plan in work
- Experience delivering digital projects – websites, apps, reports etc.
- Digital project management experience



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