



Client Project Manager

 Exeter, EX1 1QR

Salary: Up to £32,500 per annum
Reports to: Head of Client Services
Permanent Contract

Life at Air...

Every day brings something new at Air Marketing and we are always ready to respond with our A-game. We are a team of ambitious individuals with a genuine desire to inspire and drive one another.

Enjoying our work is especially important at Air - a fast paced, caring and collaborative environment helps us to mould the best possible working culture for each and every one of us. Whether it be prime time delivery or campaign training with our clients, we are in it together to challenge, support and ultimately, to achieve.

With hybrid working on offer (we all love being in our awesome office but we understand times have changed), additional holiday allowance, monthly social events and some other great benefits at our fingertips, Air is a fantastic place to work.

The Role

As our Client Project Manager, you will be the primary point of contact for our largest and longest standing client. You will work alongside the Head of Client Services, Head of Sales Services and the wider team at Air to ensure all internal teams are successfully delivering across all outbound calling campaigns for this client.

Exceptional communication skills, strong project management capabilities, and a deep understanding of both marketing strategies and client service principles are key. You will be able to navigate complex relationships involving multiple stakeholders, as well as manage multiple tasks simultaneously while maintaining crucial attention to detail.

Working with a number of internal stakeholders across the business, you will help to create, execute and measure the performance of the client's campaigns, taking decisive action where needed. You will ensure the client receives the service levels required to ensure success. You will be a strong problem solver, making data driven decisions, analysing the situation, and developing solutions to add value to the client.

Responsibility for additional clients will be required as the business grows.

You will uphold company values and be responsible for assisting with achieving company goals and targets.

You will be valued, challenged, rewarded and you will have fun in this fast-paced environment.

Responsibilities

- Act as the primary point of contact for the client, ensuring clear and consistent communication.
- Build and maintain strong, long-lasting client relationships.
- Address client queries effectively and in a timely manner.
- Conduct regular meetings with the client to ensure their needs are met and to discuss project updates and outcomes.
- Oversee and coordinate the execution of all campaigns for the client.
- Develop a detailed project plan to track progress and ensure that all campaigns are optimised to perform and deliver results for the client.
- Manage changes to all campaigns through a project management methodology, ensuring all internal and external stakeholders have visibility of progress and are aware of any delays or challenges.
- Ensure all stakeholders, internal and external, are kept informed about project status and decisions on any matters that affect them.
- Ensure that all departments understand their responsibilities and deadlines in relation to the client's needs.
- Organise and lead internal briefings or training sessions to align team efforts with client objectives.
- Monitor campaign performance, analyse key performance indicators (KPIs), and prepare performance reports for internal and client review.
- Adjust strategies and tactics in response to analytics and client feedback.
- Provide insights and recommendations to enhance campaign effectiveness.
- Stay updated with industry trends and best practices to keep the client's campaigns innovative and effective.

Measurements of Success

- Our KPIs as a team relate to retention and growth of clients, as a team we are all measured against these important metrics.
- Quarterly business reviews are in place with this client, and you will be measured on key areas of the Service Level Agreement in place for this important commercial relationship.

The Ideal Candidate

- Minimum of 2 years' experience of managing client projects, ideally in a B2B environment
- A strategic, analytical, and critical way of thinking
- Ability to follow processes effectively
- A comprehensive understanding of sales metrics and campaign performance
- Exceptional relationship building skills (whether it be over the phone or face to face)
- Strong commercial awareness and understanding of working in a growing SME
- Experience of working with and managing senior stakeholders
- Ability to deal with challenging situations in a calm and positive way
- Competency using Computers and Microsoft products (Outlook, Word, Excel etc.)
- Experience with a CRM software
- Excellent communication, negotiation, and presentation skills
- A positive and optimistic outlook within a fast-paced environment effectively

Benefits

- Competitive salary
- 23 days holiday (plus bank holidays) + increase with length of service
- Social office environment
- Work-from-home days
- Healthy working environment with refreshments provided
- Monthly company lunch
- Wellness program

To apply

Sound interesting? Great! **Click here** to apply by filling out the on-page form.

