

Job description

CLIENT SERVICES DIRECTOR



The job in a line

Be responsible for the experience of our existing clients, and take ownership of growing them.

Who we are

Hype Collective is a student marketing agency. We work with clients such as Co-op, Adobe, Lovehoney and Deliveroo to deliver campaigns that engage students on campus or on social.

We pride ourselves in working closely with the audience we market towards. Every year we work directly with 1,000+ students either as brand ambassadors, student influencers, partnering with their societies or conducting research. Every campaign we run creates an opportunity for young people to be involved, earn, and learn.

Our key services include influencer, experiential, research, and content production.

What you'll do

Because our speciality is our audience - not a specific channel - you'll work on a wide range of campaigns. We think it is important that the person who comes into this role sees variety as a positive thing.

A (non-exhaustive) list of your responsibilities include:

- Setting strategy for clients, then communicating it to them and implementing it.
- Taking full responsibility for pitching our existing clients new projects.
- Sourcing the best suppliers in the market, briefing them and ensuring we have good relationships with them.
- Leading on creative output throughout the pitch process.

What are we looking for?

- Proven track record of excellent client handling skills, evidenced by retaining and growing accounts.
- Somebody that can bring insight, critical thinking and great ideas to our clients.

What does the ideal candidate look like?

- **Agency experience:** Someone with 5+ years' experience working for an events, influencer, PR or content agency.
- **Client relations:** Someone who makes it their business to make clients love us.
- **Organisation skills:** Someone who is at home working in a busy environment, and is usually the most organised person in the room.

Other important info:

Like everyone, we are more remote than we were 18 months ago. As a default we work 2 days per week in the office in London Bridge.

Salary: £60-70k