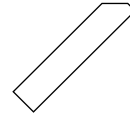


Senior Account Manager



LET US INTRODUCE OURSELVES

Based in London but with a presence in Los Angeles, ICHI is a creative agency that produces standout marketing campaigns for some of the world's biggest, most loved gaming and entertainment brands.

At ICHI we believe in the potency of strategically formed ideas: Great creative is always focused, feels effortless, and doesn't happen by accident.

Bringing superior strategic capability and unparalleled gaming experience, we partner with our clients to provide creative solutions that drive success. From big ideas to brand-defining creative, we make work that works.

TO GIVE YOU A FLAVOUR

As Senior Account Manager you will work alongside the production team and creative department to deliver projects and manage the expectations of ICHI's clients.

You will have a deep understanding of your clients challenges and construct strategic and effective solutions that help nurture an on-going relationship with them.

Your entrepreneurial approach will help you continually seek new and better ways to service our clients, delivering the best creative product.

You are an expert at account growth; both with existing clients and converting new leads or opportunities.

Working with the creative team, you will manage the delivery of work in a timely manner, on budget and with the forecasted profit margin. The Senior Account Manager will inspire an atmosphere of best practice sharing amongst the team, ensure high standards of professionalism and customer services are adhered to and maintain a positive culture at ICHI which encourages staff retention and loyalty.

THE NUTS AND BOLTS

- Attend briefings with clients in order to seek out the necessary information to relay to ICHI's Project Management and Creative teams
Challenge a client's brief where necessary in collaboration with the Creative department
- Liaise with the Creative department during their pitch development process to ensure it will not only meet but exceed the clients expectations
- Account Manage from start to delivery each job, in some cases working with the Project Managers in London. This includes liaising with the team on budget creation and management, schedule creation and management, working with external suppliers, and final invoicing and debriefing of the job with the client
- Ensure that projects go smoothly and clients experience a seamless service from ICHI. Each job should be delivered on time and on budget with you being responsible for managing the expectations of our clients
- Establish highly effective relationships with decision makers of client companies to gain and grow strong relationships, contacting them via telephone, on email or in person
- Develop an understanding of clients' marketing strategies, plans and product lines
- Contribute to ICHI monthly meetings: presenting competitor analysis and client service/product findings and new ideas and developments
- Attend client entertainment lunches, industry events, and tradeshow to represent ICHI
- Assist the Client Services Director with marketing and new business activities
- Complete administrative duties as required

WHAT DO WE NEED ▼

- 5+ years of working in an agency/production environment
- Passionate about working within gaming entertainment / youth brands
- Excellent communication skills (both spoken and written)
- Knowledge of Office suite/ general computer efficiency
- Be available to travel to our central London office (Holborn) and willing to work a minimum of two days a week from the office

WHAT DO YOU GET ▼

- Competitive salary (with perks) based-on-experience
- Company pension scheme
- Healthcare
- Income Protection Cover
- Life Assurance
- Employee Assistance Programme (EAP)
- Team social events
- Summer hours
- Training
- Friendly working environment

And much, much more...

SUBMISSION ▼

- **1st Round** - email submission to jobs@ichi-worldwide.com
- **2nd Round** - meeting with Client Services Director and CS team member
- **3rd Round** - meeting with Studio Head and Head of Production
- **4th Round** - face-to-face with Client Services Director, Executive Creative Director, Creative Director, Head of Production and Studio Head