



We are looking for an Account Manager or Senior Account Manager to join our team

Role: AM or SAM – Fixed Term Contract (Maternity Cover)

Location: Hybrid – 3 days min. in Chipping Norton office

Salary: Dependent on experience



mark-making*

We are mark-making*

From startups to household names, our clients have one thing in common: they recognise the value of creativity in gaining and keeping a competitive edge.

That's where we come in – great ideas, perfectly delivered; an appetite for realising potential and a proven methodology for making it all happen.

We are based in Chipping Norton, Oxfordshire, and we specialise in:

Branding – We help brands bring focus to what they stand for, express it with clarity, and bring it to life at every opportunity.

Communications – The idea is king, and delivery rules. Online, offline, outdoor; we help brands fully express their purpose and realise their potential.

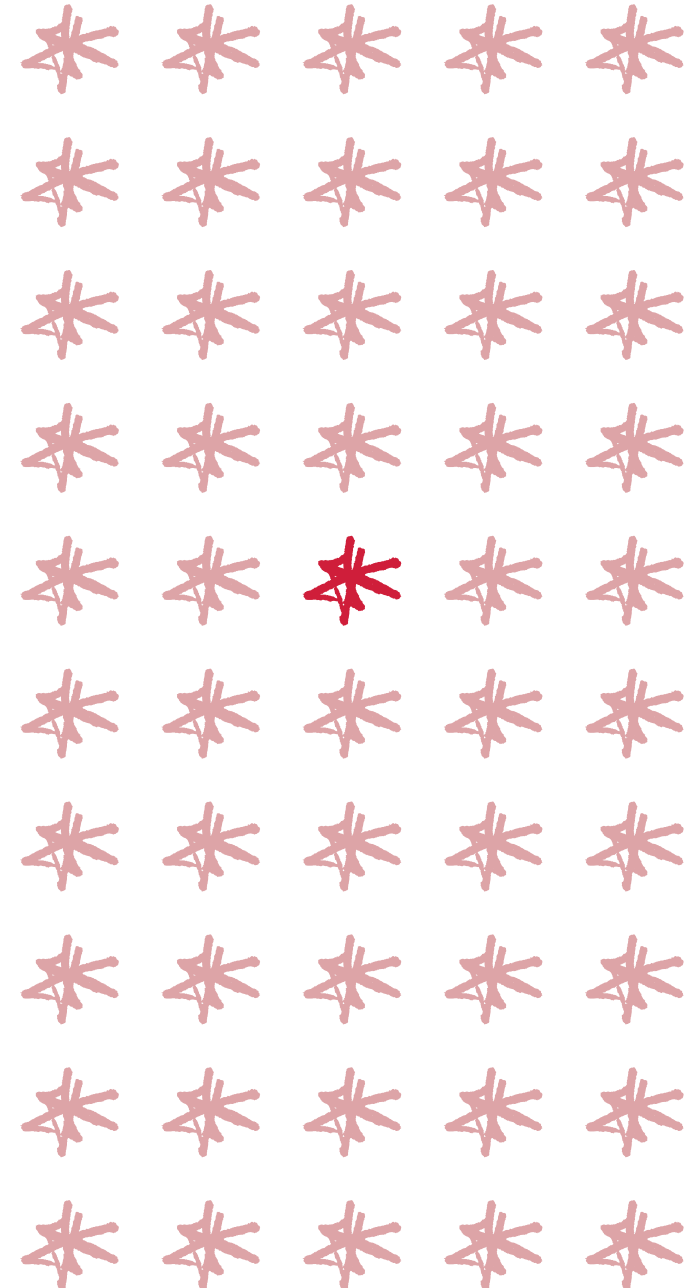
Campaigns – Wherever and whenever customers find a brand, we help give them a reason to stay, to browse, to buy.

This is a fantastic opportunity to join a group of highly talented, motivated and friendly people at one of *Campaign's* 2020 *Best Places to Work*.



Our vision is...

...to make our mark as a Top 50 UK independent creative agency, renowned for design effectiveness, a lack of ego, delighted clients, and being a great place to work.



We value...

Fun

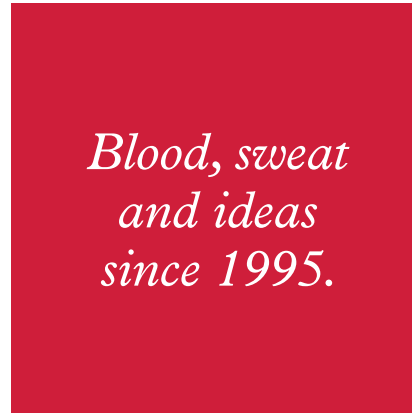
We love what we do and we endeavour to make our clients' experience of working with us an enjoyable one. In work, we seek opportunities to deliver 'a smile in the mind'.

Team

We are a group of creative individuals with different skill sets, who together produce exceptional work. We view our client and supplier relationships as partnerships, and build bonds that last. We value 'team spirit' – openness, honesty, enthusiasm and collaboration – as highly as experience.

Serious

We are 100% professional and focused on building a successful company based on delivering measurable results for our clients.



The role...

- **Reporting to:** Account Director
- **Location:** Hybrid – Monday, Tuesday and Thursday minimum in our Chipping Norton office
- **Salary:** Dependent on experience
- **Contract type:** 6-month FTC (maternity cover), 37.5 hours a week
- **Holiday:** 25 days per year (*including 3 days at Christmas*) plus bank holidays

We are an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive and equitable environment for all employees.



What you'll do...

- Develop partnerships with clients and partnering with them to deliver high quality, well run, profitable projects
- Plan manage and conclude projects to a high standard of creative quality and client service, even when working to tight deadlines
- Create clear, simple and inspiring briefs and kick-off meetings with the wider team
- Listen carefully to clients, manage their expectations and deliver to agreed timings
- Support the Senior team in the day-to-day running of the agency portfolio, as required
- Form timely and accurate quotes, timing plans, meeting notes and weekly status reports
- Complete timely revenue forecast updates and monthly billing updates for clients

What you bring to the table...

- 2+ years experience in a Client Services role within a creative / marketing agency (Junior Account Manager / Account Manager level)
- Proactive and organised approach with a real attention to detail
- Confident, can-do attitude with great communication and presentation skills
- Good listener, who knows how to understand client requirements
- Personable and able to integrate with the wider team

Being a mark-maker has some real benefits...

It's a great time to join mark-making. We're building a new and exciting future for our business and our team. In addition to the interesting role, fun bunch of mark-makers and beautiful Cotswold town centre location, we offer some other perks too:*

Salary & bonuses

We offer competitive salaries, annual salary reviews and a discretionary annual bonus.

Pension scheme

Our pension scheme is available to all employees following successful completion of their probationary period – we contribute 5%.

Professional development

Support and feedback are always available, with regular 121s, annual performance reviews, and a generous training budget to keep objectives and professional development front-of-mind.

Hybrid, flexible working

We are part office and part home based. Two days a week are in the office with Tuesdays and Thursdays being mandatory (so we all get to be together!). You can flex your eight hour working day between the hours of 8am and 6pm. The core working hours are 09.00-12.00 and 14.00-17.00.

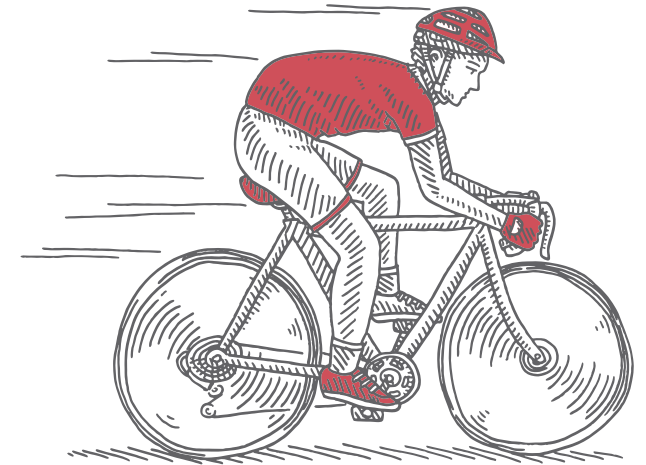
Socials

Quarterly, on a Thursday afternoon, we shut down Macs to engage in an all-expenses-paid team activity – often out of the office and followed by dinner/drinks. Past activities have included pottery, lino printing and typography workshops, clay pigeon shooting and panic room escaping!



Voucher schemes

Childcare vouchers, the Cycle to Work scheme, annual flu vaccinations and refunds for annual eye tests are other optional extras on offer.



We even have a secure bike shed...

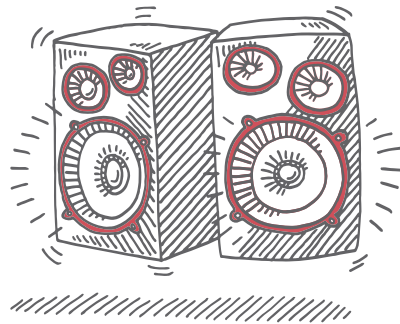
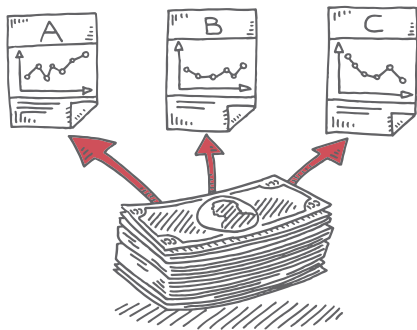
Here are some more of the things mark-makers enjoy:

Life assurance and private medical insurance

We include a four times basic salary life assurance cover as well as optional participation in the company private medical insurance scheme with Vitality.

Matched fundraising

We have a matching scheme for mark-makers who carry out fundraising activity, or personally donate to a charity, up to the sum of £50 per person, per year.

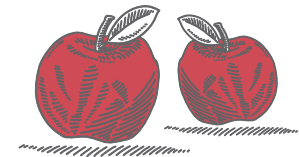


Office environment

We work in a light and characterful three-storey Cotswold stone office once owned by the late, great Ronnie Barker. It offers a modern agency environment, with various breakout areas designed to encourage creative thinking and collaborative working. Our Sonos sound system plays daily – we're big fans of a good playlist to get us through the day!

mm* welldoing

As part of mm* welldoing, our initiative to keep work life at mark-making* the best it can be, free fruit is provided every week, to help you stay on top of your 5-a-day.



Volunteer days

Each mark-maker has the opportunity to do a day, per year, of volunteering for their choice of charity or good cause.



Birthdays

We like to celebrate each and every mark-maker's birthday, unless anyone has a real objection to it! So we won't sing if you really don't want us to, but we will definitely have some tea and cake.



Doing the right things for a better future

We believe that business should only be a force for good, and that true sustainability involves uniting economic growth and human progress without negatively impacting the planet. Every time we do something that achieves this goal, we leave a positive mark.

We call these our goodmarks[★]

The road to becoming a B Corp

Our push towards the ultimate aim of B Corp certification means that our focus on doing the right things is sharper than ever. We've always promoted a culture of honesty and integrity at mark-making*. Now, we're considering the impact of every single decision we make – whether relating to our own team, our clients and their customers, our suppliers or the world around us.

More than ever before, we're going out of our way to balance purpose and profit; to make sure that wherever we go and whatever we do, we leave nothing but goodmarks*.

Read more at mark-making.com/goodmarks

goodmarks[★]



What our team say...



Nicola Edginton
Creative Director

“Before mark-making* I wrongly assumed that no credible creative agency could operate outside of London and my definition of being a successful designer was intrinsically connected to this idea. How wrong was I?! We are an award-winning, top 100-design agency that produces incredible work. Ali and Steve are visionary people that actively seek and value my input in shaping and growing the business. mark-making* is a brilliant example of how London doesn't need to be a factor for credibility or success.”



Laura Carter
Senior Account Manager

“It's great working with colleagues that have such a variety of previous experience. Everyone brings their knowledge and expertise to the table, and works together as a team. Working on such a wide variety of projects means that no two days are the same.”



Emily Bridger
Designer

“...everyone at mm* has been so welcoming from the start. Professional, fun and friendly, I feel I have made some great work relationships (even friendships!) with amazing people. The work day is always something I look forward to now. I'm excited to go to work to see everyone, work alongside them and have a good time whilst doing so.”

Location and lifestyle...

Located in the Cotswold Hills, Chipping Norton - or 'Chippy' as it is known to locals - is a bustling, working market town within an easy commute of Oxford, Stratford-upon-Avon, Banbury and Witney.

It boasts a packed agenda of events, including a thriving weekly market on Wednesdays and nine annual festivals, from renowned literary festival ChipLitFest, to The Big Feastival, hosted by Alex James of Blur and Jamie Oliver.

There's an excellent book shop, award-winning theatre and many shops, cafés and restaurants amongst the quality independent businesses here. Daylesford Farmshop and Soho Farmhouse are also just down the road, for a bit of extra indulgence!

The town has a rich history as a prosperous hub for the wool and tweed trade, and still has a number of historic buildings today. Many of our team enjoy walking or running in their lunch breaks to take in the local countryside and fresh air, or for alternative ways to keep active there's the outdoor heated Lido and local leisure centre just up the road.

Quality of life and a strong sense of community in Chipping Norton make it a great place to live and work. Come and see for yourself!



Here's how to apply...

We hope we've made a good impression! If so and you'd like to make your mark, please email your CV and a brief explanation of why you think you're right for the role to recruitment@mark-making.com

mark-making*
www.mark-making.com

