

Job Description

Account/Project Manager

Reports to: Senior Account/Project Manager

Overall responsibility:

Responsible for the administration and running of accounts/projects and for maintaining long-standing client relationships as well as building and maintaining strong internal relationships across the company.

To own and manage entire projects from taking the initial brief from the client to obtaining approval to release the project to the client, working closely with the internal Design and Artwork teams to facilitate the production of packaging for our clients.

Responsible for ensuring projects are completed to the highest standard and to deadline. Managing conflicting deadlines to ensure changing priorities are recognised and planned for accordingly.

Communicate with clients professionally, building client relationships to inspire trust and confidence in the Company.

Maintain excellent standards of spoken and written communication in German and English.

Effectively communicate client briefs to the Design and Artwork departments to ensure work is produced to client specification first time.

Ensure the accuracy and precision of all work by continuously checking all details against the client brief, brand guidelines and/or style guides.

Liaise with the Studio Manager, Design and Artwork departments, giving adequate notice for jobs to be scheduled for production.

Analyse, understand, question and challenge German Client briefings.

Write briefings for internal design, photoshoot and digital artwork projects.

Brief the design or artwork team on individual projects.

Effectively manage the timing and execution of the internal design and artwork process.

Organise photoshoots, get quotations, book photographers and home economists, organise/source product samples, write photo briefings etc.

Proof read your designs and artworks.

Ensure that your projects comply with all current client design and artwork guidelines.

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Keep full track of all your live projects and be able to give a full account of the status of each project at any given time.

Manage client expectations and make sure that all deadlines are met.

To advise and assist other members of the Client Services department as required.

Responsible and accountable for complete budgets of all projects.

Ensure all projects are invoiced promptly and within company timelines.

Job Description - the job description is written at a specific time and is subject to change as the demands of the business and role develop. The role requires flexibility and adaptability and the employees of the company need to be aware that they may be asked to perform tasks and be given responsibilities not detailed on this job description.

Equal Opportunities - as a company, we adhere to and promote equal employment opportunity for all, regardless of any characteristic as protected by law.

Data Protection – any information we receive as part of an enquiry about opportunities with Tjarks and Tjarks Design Ltd including personal contact details, CV and email address will be kept and used for recruitment purposes for a period of at least one year. You can view the Privacy Notice at <https://tjarksandtjarks.com/en/job-applicant-privacy-notice/>. Please contact us on careers@tjarksandtjarks.com if you wish us to delete any information you have given us and, subject to our rights and obligations under the GDPR, your information will be deleted upon request.

Application - we welcome direct applications either in response to one of our advertised vacancies or on a speculative basis. Please email your CV and covering letter to careers@tjarksandtjarks.com. Due to the volume of applicants only successful applicants will be contacted.

No search firms/agencies please.