



UK Client Services Account Manager

We are the behavioural planning agency.

At the top, where it should be:

At Total Media we are committed to diversity & inclusion and providing equal opportunities for everyone. We are dedicated to ensuring our processes are free from any form of discrimination or bias, right from the application process to life as part of the Total Media Team!

A bit about us

Total Media is a leading independent and international media agency that connects people to brands. Our media strategies are based on people's behaviours – understanding how audiences think, feel and act – so that we reach them contextually, during the moments that matter.

We work across the full spectrum of media planning and buying, with fantastic media teams dedicated to client servicing, broadcast, publishing, digital, data and content production.

Clients

Client mix will include: Natural Balance Foods (Nakd & Trek bars), Greene King and MG Motors, but this could be subject to change.

The role

In this position you will be responsible for the day to day management of some of the agencies most exciting accounts. The level of account management required will vary depending on the individual account and you will be expected to lead some, but support the Account Director on others.

This is a great opportunity for taking ownership of some accounts (senior support will also be provided) whilst learning and developing on others.

Understanding client business' and their needs is important so we can demonstrate how Total Media can really help. This will involve taking client briefs and translating them into an easily digestible format for internal teams, whilst owning the project from start to finish within the Total Media 5 in 5 behavioural planning frame work. Training on the structure of this will be provided.

The role requires an excellent understanding of all media channels, as we have teams that plan and buy the entire media mix of online and offline.



Lemece Page-Shepherd
Business Director

Meet the hiring manager

Lemece has been with Total Media for over 10 years now working across a variety of clients in her time! Including FMCG, arts and publishers.

What we're looking for

Our ideal candidate will:

- Have a minimum of 3.5- 4 years experience in a comms planning or client servicing role within a media agency in order to hit the ground running.
- Be an organised individual with good coordination skills and a strong attention to detail.
- Be an enthusiastic team player, who is friendly and approachable.
- Be able to provide clear instructions to others and meet deadlines.
- Understand clients business's and identify how Total Media can help.
- Have strong knowledge of all media channels (online and offline).
- Posses good presentation skills.
- Have an ability to problem solve on their own
- Be able to build healthy relationships with clients, clients partners and internal teams.
- Not be afraid to push back and provide clear reasoning as to why.
- Have an ability to demonstrate planning frame work and story telling.
- An interest in developing strategy and understand human behaviours.
- Good admin skills.

Tool knowledge

- Experience with these is desirable, but not essential:
 - TGI
 - Ad Intel (Addynamix)
 - DDS
 - Planning frame work

Our Values

WE VALUE INDEPENDENCE & Individuality

The way we trade, how we work and the partners we work with means our clients stand out from the crowd and shine.



WE ARE ADVENTUROUS

Bring it on! We're bold with our decisions, we try new things and we push boundaries.



WE ACT WITH INTEGRITY.

We do the right thing – even when nobody is looking.



WE ARE A TEAM.

We enjoy what we do and have fun doing it together!



The benefits

Pension

Once you've been with us for 3 months you'll be enrolled into our pension scheme. We'll match your contributions up to 5%.

Private Medical Insurance, healthcare and life assurance

When you've passed your probation, you have the opportunity to use our private medical insurance, healthcare and life assurance schemes.

Referral scheme

Know a fantastic candidate for Total Media? We pay a bonus of £1,000 to any eligible member of staff who introduces an applicant who is employed as a result.

Interest free season ticket loan

Travel costs can be eye-wateringly expensive. We can provide you with a season ticket loan once you've passed probation.

Holiday entitlement

Your holiday entitlement will be set out in your contract, and once you've worked with us for over 12 months, you'll also get a day off for your birthday.

Charity/Volunteering entitlement

We think people who volunteer their time for charitable causes deserve a little recognition. We give staff a "charity day" off for charitable work.

IPA Qualification Support

The Institute of Practitioners in Advertising run various qualifications throughout the year, both online and offline. We support our members of staff in obtaining these qualifications in every way we can.

Childcare vouchers

Juggling work and your family can be challenging and we want to ensure we provide as much support as possible. This is why we are part of the Government's Childcare Voucher Scheme which helps parents and carers to pay for childcare.

The perks

- + Flexible working based on core hours of 10am-4pm
- + Fantastic training programme including inspirational talks organised by our CEO, Guy Sellers
- + Subsidised activities and trips from the agency's resident social club, The Fun Factory (including office drinks on a Friday, quiz nights and sponsoring team events)
- + A walking weekend away each year
- + Brilliant Summer and Christmas parties
- + Summer Friday's early finish
- + Wellbeing Wednesdays (offering initiatives like spending time with dogs from a local charity, reiki sessions and free healthy food)
- + Free fruit
- + Introductory bowling trip with our Chairman and CEO

Life at Total Media



Total Media employs over 120 people: here we are at one of our annual Christmas parties, which are always legendary.



Our CSO, Lucas Brown organises a walking trip every year which is always good fun!



Work hard, play hard. There are numerous opportunities to get involved in sporty pursuits.

The office



Our beautifully bright Head Office is situated in the heart of Soho! We also have offices in Manchester and Solihull!