

Junior Account Manager

£24-25,000 per annum

Job Specification



London, UK & Hybrid

Permanent

Full Time – 40 hrs per week

Roxhill Media – Our History

Roxhill's media database platform is the next-generation of media intelligence. It is sold to Company communication teams and PR or media agencies across the globe, who use it to facilitate effective communication with the journalist communities.

Roxhill was created just over 7 years ago by the PR and media database veteran Alex Northcott. Alex spent the early part of his career working as the PR Director at Morgan Stanley, however he is best known as the founder and CEO of the original digital media database, Gorkana from 2003-2011. After he sold Gorkana, he spent a few years in charitable work for Help for Heroes. He then decided it was time to return to the PR world. Fusing together a clever combination of tech and Media data, Alex launched Roxhill in 2015. (www.roxhillmedia.com)

The Role:

We have an exciting opportunity for an ambitious learner, who is keen to become an integral part of a client management team. The Client team are responsible for developing and managing the relationships with all Roxhill clients. They ensure that they experience a high level of personal support to get the most value out of their usage of Roxhill. It is expected that this role will develop into more senior client management opportunities as Roxhill continues with its successful growth plans.

The Junior Account Manager role will support the existing members of the Client team by:

- Gaining a full and confident understanding of the Roxhill platform and other platforms we use via shadowing and training sessions
- Gain a full understanding of the PR and media industries
- Providing general and timely support to our clients via the telephone or email
- Conducting training sessions for new clients on the database in person or via the telephone
- Maintaining client relationships
- Keeping our CRM system up to date with client information
- Assisting on renewals with an aim of building their own portfolio of clients to manage
- Assisting in preparation and updating of weekly/monthly client progress reports

What we are looking for:

- Previous client facing experience/customer interaction necessary
- Experience of working in a SaaS environment desirable
- Good problem solving skills
- Personable with a positive attitude
- Enjoys working as part of a team
- Excellent organisational skills and the ability to multi-task
- Reliable and comfortable working to tight deadlines and under pressure
- Confident communication and presentation skills
- Good level of knowledge with Microsoft Office, especially Excel

In addition to the usual perks, we offer:

- Competitive salary
- Discretionary Bonus Scheme
- Friendly & open working environment
- Hybrid working
- Pension Scheme
- Health cover & wellbeing services
- Sabbatical time of up to 3 months
- Time off on your birthday
- Access to holiday villa in Spain
- Enhanced family leave scheme
- Weekly schedule of online fitness classes
- WeWork discounts across Gym membership (50%) as well as many retailers