Job Profile

Title: Client Services Executive

Reporting to: Snr Account Lead

Team: Experience

MEET TOUCH
Ultimately, at Touch, we are all are moment makers…

Operating as a full-service creative events agency since 2010, we deliver unparalleled experiences for world-leading brands, corporations and life science companies from our offices in both the UK and US.

Our culture **The Big Intimacy** is what drives us as individuals.

"The more we understand, the better we connect. The better we connect, the more powerful the relationship."

With a genuine passion for creating bespoke, innovative and impactful connections, paired with our expert understanding of complex industry governance, we bring events to life with unforgettable power.

And, it's **The Touch Equation** which powers us…

(WISDOM X IDEAS) + EXECUTION

The alchemy of creating truly unforgettable experiences lies in the perfect blend of creativity and wisdom, ignited by flawless execution.

When we infuse our imaginative ideas with invaluable insights and push the boundaries of what's possible, the result is nothing short of magic.

So we dream big, push the limits and never settle for anything less than the extraordinary. Because when we bring together creativity, wisdom and execution in perfect harmony, the possibilities are endless.

Job purpose:
To support the Experience Account Management team across a set of key clients, working together with the Account Leads and in alignment with Account and New Business plans.

Key responsibilities and accountabilities:

Client/ Account Management

- Supporting **Sr Account Lead in the growth strategies across the client portfolio. This could include, researching new departments within an existing account, working with the Sr Account Lead on outreach campaigns and attending events to meet new connections.**
- Supporting Sr Account Lead in the development & implementation of client retention strategy. This could include, preparing account status updates/reports, monitoring SLA and KPI performance and ensuring client update documents are prepared and delivered inline with timelines.
- Understanding and involvement in new business campaigns to further grow the Experience client portfolio. This could include researching new leads that could be a fit with the Touch service offering, supporting in the preparation of new business campaigns and inputting into the strategy with ideas for future campaigns.

- In conjunction with the Sr Account Lead, support with the preparation and timely delivery of allocated RFP responses. This includes working across internal departments to ensure timelines are met and the response delivered on time.
- Supporting the preparation and construction of stakeholder proposals. Working with the Sr Account Lead to put together compelling responses to meet their briefs.
- Supporting the Sr Account Lead in the delivery of new client on-boarding initiatives such as stakeholder workshops and process mapping and development.
- Supporting the team on client communications and documenting key actions/outputs of these communications.
- Preparation and delivery of client feedback & case studies (both internally & externally).

Project Support
- Lead client communications on projects for key clients as determined by the Sr Account Lead in conjunction with commercial & strategic objectives.
- Support in the effective handover of projects to operational team(s).
- Joining and documenting project calls and planning meetings as and when required.
- Support in the sourcing and securing of venues for projects with support from our Venue Sourcing department.
- Support in the venue sourcing/supplier management reporting requirements for our clients.
- Manage the logistics of team and client site visits ensuring venue meetings, travel and accommodation is scheduled in alignment with the site visit requirements.

Post Event Reporting
- Constructing and reviewing post event reports in conjunction with relevant operational teams.
- Supporting with the creation of client feedback presentations to agreed deadlines post event.

Budget Reconciliation & Finance Management
- Support team in the preparation of on-site cash expense reconciliation in the time frames specified
- Manage and submit personal expenses and credit card reconciliations within timeframes specified
- Collate and prepare initial project budgets ensuring:
    - Client SLAs are taken into account
    - Profit maximisation
    - Accurate charging of costs (supplier and expenses) to the budget
- Ensure prompt reconciliation post event (maximum 30 working days or client specific)
- Update Job Log & Project Management GM targets, as directed by Snr Account Lead

Clockify (Touch timesheet system)
- Input of personal timesheet activity on a weekly basis

General
- Work collaboratively with the Board, peers and all teams to ensure effective delivery of all client projects.
- Attend company training days as and when required.
- Attend company meetings as and when required.

The Big Intimacy
Every day at Touch, Be:

Enjoy what you do, never be afraid to positively challenge and go the extra mile to exceed client expectations!