



# MASK

## JOB DESCRIPTION

### ACCOUNT MANAGER: MASK

#### Overview

Client-facing role with 2+ years event experience: requires strong event experience, a thirst for creativity, exceptional organisational skills, and a sense of reassurance and credibility both with clients and with the team. Success is measured against personal and team targets, personal objectives and embracing the Concerto values.

Mask is part of the Concerto Group, a collective comprised of venues, catering and event services.

#### Sales:

- This is predominantly client-facing role with the lead objective of attracting and retaining clients, with targeted focus on two areas:
  - Leading and growing current clients and accounts, identifying and attracting new clients (with the support of Head of Bespoke and Marketing) and working with private clients as appropriate
  - Note that achieving these clients will require a reactive and proactive approach
- Work with the team to identify opportunities to grow business
- Creatively push the Mask team to be aware of new experiences, launches and creative possibilities
- Represent Mask at networking events, marketing events and exhibitions
- Ensure that all work is error free and beautifully presented
- Demonstrate keen fiscal awareness
- Champion the in-house event management system to manage client finances and new business data, logging all new enquiries accurately and swiftly
- Work with Operations team to ensure that all Bespoke events are running at optimum level, exceeding client expectations at every stage of the client management process

#### General:

- Liaise with venues, partners and colleagues to maintain positive relationships and mutual respect
- Know London and London venues well, be first port of call for new venues, new cultural experiences and new events
- Liaise with all relevant partners within the Concerto Group (including JVs) to ensure that all parties are working to best practice
- Support 'big thinking' - lead by focus on the bigger picture, what is best for the client and what is best for the team

- Working closely with the in-house marketing team, suggesting topical and industry relevant blog content where necessary

**Person Specification:**

- Outstanding interpersonal skills - ability to present and communicate to varying levels of seniority
- 2 year's operational event experience, incorporating at least one year's client servicing experience ideally in an agency environment
- Excellent organisational skills and attention to detail
- Ability to juggle heavy workload and deliver multiple projects concurrently
- Self-sufficient
- Excellent time management
- Quick thinking
- Microsoft literate with advanced PowerPoint and Excel skills
- Well presented
- Excellent written and verbal communication skills
- Visibly demonstrative of Concerto Values: Passionate, Professional, Ambitious and Fair
- Educated to degree level or equivalent
- Some experience in PR or marketing is desirable but not essential