

**Wanted!** (posted August 13th, 2018)

## ***Account Manager/Director with strong policy communications experience***

Acumen is looking to recruit an Account Manager/Account Director with strong policy communications experience to join our growing team in Brussels.

We invite candidates with the following skills and experience to apply:

- At least five years' experience working in one or more of the following: EU or international institutions, a communication consultancy; an in-house communications role in company, a trade association or an NGO
- Particular expertise in communications, traditional media relations, or social media campaigns
- Interest in global health, development issues and pharmaceutical industry
- Intellectually curious and motivated by complex and varied assignments
- Results and service oriented - willing to go the extra mile
- Interest in the commercial side of working in an agency
- Good organisational and team-working skills
- Fantastic English language writing and oral skills

Sounds like you? Then check the full description below.

Interested in applying? Please send your resume and cover letter to [info@acumenpublicaffairs.com](mailto:info@acumenpublicaffairs.com)

We look forward to meeting you!

The Acumen Team

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### FULL JOB DESCRIPTION

As an Account Manager/Account Director, you will to develop and deliver quality communication or PA strategies and plans for clients. You will manage and lead the activities of one or a number of client assignments and work with other team members to meet and where possible exceed client expectations against agreed objectives, budget and timetable.

You will identify new opportunities for existing clients to grow the scope and/or increased activities we provide the clients. You will help identify new business opportunities, working as part of the team to win new business.

#### **I) Knowledge (to possess)**

- a thorough knowledge of the EU institutions and legislative processes
- a thorough knowledge of the media and communications/PR
- a thorough knowledge of the clients' core business and its sector

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- a good knowledge of current developments and trends affecting acumen public affairs, its clients' business and key developments in their sectors
- a thorough knowledge of tools used for monitoring (public affairs, media and social media)
- a good knowledge of account management techniques

### II) Job Skills

- develop PA and/or communications strategies/plans, guiding the process to help clients achieve the stated goals
- develop budgets, manage client budgets, invoicing and profitability of individual client accounts.
- be fully aware of Acumen's terms of business and standard client contract
- able to use and apply a wide range of PA and PR techniques, and a curiosity to explore new approaches and techniques.
- develop and participate effectively in presentations for new business or on-going work
- anticipate opportunities and be proactive in order to meet policy/communication goals
- contribute to effectively marketing the firm
- develop actively contacts with audiences (stakeholders) and inside the EU institutions, the media and other PR target
- write native language perfectly and communicate well in all languages you possess
- use common sense to problem solving and think out of the box in order to come up with creative solutions.

### III) Management/Administrative Skills

- plan actions forward in order to achieve the client's business goals
- ensure you acquire a clear understanding of client business, internal and external politics, budgetary constraints and use this knowledge to anticipate and help solve client problems
- practice good account management techniques, in particular, manage client budgets, invoicing and profitability of individual client accounts
- be responsible for financial administration, including: purchase order tracking & cash management, fee recognition on small accounts, and opening and closing job numbers in TMS
- supervise execution and implement programmes and maintain an overview of client contact by subordinates and ensure that all work carried out and submitted to clients is of the highest quality
- have an overview of client deadlines, and meet your deadlines and work with others to help them achieve overall deadlines
- plan your work and organise appropriately workloads within team; ensure that relationships in the team work effectively, and be responsible for solving inter-team issues

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- hold and organise client meetings to achieve specific goals
- follow-up client meetings effectively to further account goals
- communicate effectively with other members of the team including partners on on-going work
- help to motivate and develop junior staff, ensuring correct standards for all work are carried out and that they feel respected, listened to and recognised for their work
- through your growing sectoral, business and technical knowledge, begin to broaden the client discussion, identifying potential areas of need and opportunity
- actively seek, develop and implement new business initiatives

### **IV Attitude (willing to)**

- Maintain good business practice on behalf of Acumen towards clients and suppliers
- Achieve goals within deadlines
- Manage clients expectations and develop trust with clients and deepen the consulting relationship
- Assist in maintaining highest quality level product
- Pay attention to detail
- Help maintain constructive, productive work environment
- Help in identifying potential new hires
- Champion acumen: its principles, perspectives and vision internally and externally

### **V Chargeability**

- Target of 30 billable hours a week, equivalent to a chargeability of 80%.