

ARE YOU READY FOR A CAREER MOVE?

Client Account Manager



H&H Reeds is looking to add a Client Account Manager to its Print & Signage team based in Penrith, Cumbria. The role acts as a core point of communication for both prospective and existing customers, as well as working with internal clients and external suppliers to manage delivery schedules, costing, and providing input on client briefs. You'll be working alongside our print and signage experts, but you'll also be involved in our digital offering, coming up with service-based solutions that will exceed client expectation.

You'll work closely with our Commercial Manager, collaborating to facilitate both enquiry and sales growth. You'll steer projects from initial leads into secured deals, keeping your clients' informed throughout the process. The role will also involve keeping our Management Information Tools up to date, as well as tracking project components using our other online systems. You'll also have the opportunity to provide creative advice for clients on how our services can best meet their requirements.

Essentially, you'll lead on negotiation, communication and customer satisfaction, using learned knowledge of your clients to help them to meet their aims. In doing so, you'll help H&H Reeds to position ourselves as the chosen provider for our services. Key responsibilities include:

Managing client briefs and prospective enquiries that apply to all services of the business, while also recommending services that would best suit a customers' needs.

Following up on leads, quotations and delivery schedules with both clients', suppliers, and the wider H&H Reeds team.

Using our various Management Information Tools confidently to ensure project information is stored efficiently and correctly, as well as demonstrating clear computer competency.

Maintaining consistent communication with clients, from co-ordinating meetings and reviews to managing expectations.

H&H Reeds offers a creative, collaborative workplace in return, with plenty of opportunities for the right candidate to learn from the existing team. We're also part of the H&H Group, with longstanding roots in the region and a presence that we're proud of. We're led by the values of H&H, exemplified in the way we embrace change, celebrate individuality, and take pride in the work we do. Passion, honesty, and willingness are all central to what we do, finding innovative ways to add value to the markets we serve.

Our people are our priority, and as such, we offer the following:

Company pension

Interpersonal development opportunities – access to first aid/mental health first aid training courses

Income protection policy

Private healthcare scheme

For more detail and an application form in relation to this post please go to <https://hhgroupplc.co.uk/careers/> or contact Margaret Irving, Group Personnel Manager at H&H Group plc, Borderway, Rosehill, Carlisle CA1 2RS on 01228 406334 or email margaret.irving@hhgroupplc.co.uk.