



<https://the-collab.co.uk>

ACCOUNT MANAGER // SENIOR ACCOUNT MANAGER *(depending on experience)*

Company: The Collab Agency

Location: AEI Group, SAE Bankstock Building, Haggerston (+ Working From Home)

Reports to: Directors

Working hours – Off peak season: Monday to Friday 10am – 6pm

Working hours – Peak season: Festival Live Weekends on-site and 'Out of Hours' as required for Evening Events

Job Type: Full-Time (From February/March 2022)

Salary: £30k - £35k (DOE) + team incentive scheme

About Us

The Collab Agency is a young, creative and collaborative brand partnerships agency that represents a diverse portfolio of independent festivals, events and immersive entertainment across the UK. We are part of the AEI Group Ventures family, offering us long-term support and stability, as well as a valuable network of like-minded industry colleagues and clients.

Our core values:

- We're a collaborative bunch - it's in the name!
- We love what we do.
- Genuinely, it's not about us - it's about them.
- Anything's possible, there is always a solution.
- We make shit happen.

We approach our work fearlessly, we learn quickly and we celebrate our wins meaningfully. Everyone is welcome to apply — we're passionate about creating an inclusive workplace that promotes and values diversity.

Role description

The Collab Agency requires an organised, confident and conscientious individual, who is passionate about music, to support the delivery of commercial partnerships and activations across a number of Festivals and Events that The Collab Agency represent.

Ensuring all contractual rights are met effectively and efficiently, delivering ROI for partners in a caring and collaborative way, is central to our process in this fast-paced role. You will be the day-to-day contact for a select number of, or key categories of clients and their experiential agencies, acting as a driving force behind the delivery of marketing rights as well as on-site activity, information advancing and trouble-shooting of issues. Our new team member must have excellent communication and relationship-building skills, dealing confidently with issues that may arise with clients, agencies, stakeholders and on-site production teams — always seeking out the best solution across parties.

Day-to-day 'in the office' may also involve assisting our other Account Manager and the two Company Directors on administration, contracts, google doc tracking and finance support, as well as managing the smooth running of your own partnerships, with the ambition to maximise our small team's efficiency over a busy summer season.

General Account Manager Responsibilities

- Extensive client and agency liaison Pre, At and Post event — working closely and collaboratively with all stakeholders to ensure the smooth delivery of contractual rights.
- Developing strong relationships with both Event Owners and brand partners to ensure trouble-shooting of issues, finding solutions and results for partners.
- Account management of a selection of your own key deals/festivals/categories.

- Working with your other Account Manager, sharing resources across all festivals and partnerships, including but not limited to partners' socials, marketing, ticketing and accreditation information advancing, whilst managing load-in and load-out schedules for the festival teams.
- Onsite contact – deal delivery and client management, liaison with festival's production & bars teams
- Some knowledge and experience with Site Service recharges, on-site production processes and Accreditation systems would be valuable
- Completing partnership debriefs and data analysis post-event – to support the renewal of partners
- Maintaining accurate records and logs (including but not limited to contracts/invoicing/partnership right trackers/contracts/issues).

Core Values and Spirit

- Love for music, festivals & events (and being at them!)
- Collaborative and team-player
- Solution-oriented and makes things happen
- Exceptional organisational skills
- Resourceful and flexible with a positive 'can do' approach
- Admin whizz, with an attention to detail second to none
- A hard worker dedicated to going the extra mile
- Comfortable with time away from home (depending on business requirements)
- Highly motivated and tenacious, takes pride in delivering work to be highest standard
- Able to prioritise and hit deadlines consistently, keeping projects on track and moving
- Effective at managing multiple projects, clients and tasks at one time
- Brilliant communicator (both written and verbal) – confident, friendly and professional yet firm, able to build a rapport with all types of people but also to push back and say 'no' where appropriate

Collab Company Benefits

- Unlimited Holiday Scheme (off-season)
- Flexible working hours/weeks
- Work from home flexibility
- Healthcare with Vitality and Health Shield Reimbursements
- Pension Scheme
- Access to membership at The Halley Workspace during the term
- Access to discount at Café Route (café adjacent to the Office)
- Tickets and Guestlists
- Part of the AEI Group family (UKF, D&BA, El Dorado)

If you think you have what we're looking for and more, then we'd love to hear from you. Please send your CV and cover letter to partnerships@the-collab.co.uk